FAYETTEVILLE PUBLIC WORKS COMMISSION

PROCUREMENT DEPARTMENT

https://www.faypwc.com/bids/

Bid Addendum

PWC Number:	PWC2223064
Bid Title :	Managed Services Provider for Oracle Business Enterprise Applications
Bid Opening Date and Time:	August 24, 2023, at 2:00 pm
Addendum Number:	1
Addendum Date:	July 31, 2023
Procurement Advisor:	*Shelby Lesane*
	Shelby.lesane@faypwc.com *910-223-4429*

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1. Return one properly executed copy of this addendum with bid response or prior to the Bid Opening Date/Time listed above.

2. Following pages are questions received about the solicitation and the SME's answers to the questions.

Failure to acknowledge receipt of this addendum may result in rejection of the response.

Check ONE of the following options:

☐ Bid has not been mailed. Any changes resulting from this addendum are included in our bid response.

☐ Bid has been mailed. No changes resulted from this addendum.

☐ Bid has been mailed. Changes resulting from this addendum are as follows:

Execute Addendum:

Offeror:	
Authorized Signature:	
Name and Titled (Typed):	
Date:	

Questions and Responses for:
(PWC2223064) Managed Services Provider for Oracle Business Enterprise Applications

1. As per RFP scope "MANAGED SERVICES PROVIDER FOR ORACLE BUSINESS ENTERPRISE APPLICATIONS" but all modules will be moved to cloud application from Jan 2024: this is a little confusing as we can interpreted this as we need to provide an Ebiz support solution for 2 month and Oracle ERP cloud support for next three years or PWC wants us to provide support for legacy (not in use) Oracle ebiz system?

    A. Current Oracle EBS Suite applications require support until the Oracle Fusion Cloud project (begins 2024) is complete, estimated to be complete sometime in 2025. Once the transition is complete support will also transition to Oracle Cloud.

2. For estimation purposes PWC has advised using 50 Predictive Hours and 500 On Demand Hours (we are not sure if it is monthly or annual) and we think these hours are very few and leans towards AMS for legacy application?

    A. For budget estimation purposes, estimate 50 Predictive hours and 500 On Demand hours per year. These terms are defined in the RFP.

3. What is the scope and intent (ebiz support vs Cloud support) for this RFP?

    A. See #1.

4. Following the publication of the RFP by PWC for Managed Services Provider for Oracle Business Enterprise Applications (issued June 15, 2023). On the first page of the RFP, it was mentioned that PWC will release an RFP for Oracle Fusion Cloud System Integrator Services in June 2023. Please confirm if this RFP for Fusion System Integrator Services have been published:

    - If yes, where was it published?

    - If not, do you have an estimate when will it be published (and where)

    A. The RFP for System Integrator Services is now available on the PWC website at www.faypwc.com.

5. Release date for the Oracle Fusion Cloud Systems Integrator Services RFP? Once released how to obtain a copy?

    A. See response 4a above.

6. In Table 1 of Section 2 of the RFP, it states "These applications will be transitioned to Oracle Cloud services, beginning in January 2024."

- Are these cloud services part of their Infrastructure as a Service (IaaS) offering or their Platform as a Service (PaaS) offering?

    A. If it's EBS, this will be migrated to SaaS, we have C2M in IaaS.

- Is PWC currently licensed for Oracle Cloud?

    B. We currently use OCI for certain applications and DB workloads.

7. In Section 8.1.1, part B states "Vendor is responsible for resolving issues related to application configuration or business rules/workflows.

- Is it a hard requirement to log tickets with Oracle

    A. Not necessary to log tickets with Oracle if vendor can resolve problem.

8. Is there an estimated timeline for vendors to receive responses to questions submitted prior to the question due date?

    A. July 2023

9. With regard to multiple Request for Proposals (PWC2223064 and PWC2223062) that are currently open, and with consideration that both RFPs are similar in scope, Would the Fayetteville Public Works Commission be willing to accept a single response for both aforementioned RFPs?

    A. No. One each response for each of the RFP's listed.

10. Could you clarify that PWC would not consider a vendor with excellent competencies in both EBS/Fusion managed services support, and Oracle EBS to Oracle Fusion Cloud ERP and payroll conversion, implementation, and integration to be awarded both projects? It could be very advantageous for PWC, with regard to overall cost for both projects, and efficient success of the Oracle Fusion Cloud project. If not, are you able to share why?

    A. See RFP, Introduction section.

11. It states that the vendor must state the preference for managed service and Fusion Cloud System Integrator, if submitting proposal for both. In this case if the vendor opts for Managed Services, then will the contract automatically move to managed service of Fusion Cloud once that implementation is completed, or will there be another bid for the Managed Service of Fusion Cloud?

    A. See #10.

12. In case the Vendor qualifies for both the RFP's then will the Vendor have the choice of selecting which one? Or will that be decided by PWC?

    A.   See #10

13. In Table 1 for EBS/Oracle Fusion it states the applications will be transitioned to Oracle Cloud beginning January 2024, does this mean that the transitioning process will start in January 2024 or PWC will be live for the same in January 2024. If live then Managed Service start date for ERP is also January 2024, please explain?

    A.   The Oracle Fusion implementation will not start prior to early 2024.

14. In section J it states that the vendor has to mention the preference in case of submitting multiple RFP. PWC has three RFP's 1) Managed Service for Utility, 2) Managed Service for EBS, 3) Fusion Cloud Integration service. Does the vendor have to provide preference between 2 and 3 only or for all three RFP's?

    A.   See #10. Indicate preference for all proposals submitted.

15. Is the 50 Predictive and 500 on demand hours monthly or annual?

    A.   See the RFP and #2.

16. Your current version is R12.1.3 Oracle had discontinued support to this version from 12/31/22, do you have any market driven support arrangement with Oracle Support for product support?

    A.   Yes

17. Under Predictive and On Demand Services it states "This is an estimate only. Vendors should provide graduated fee structure and/or hourly rates." Is this for hours that will exceed 50 and 500 as asked for in the RFP?

    A.   All hours

18. Is this managed service contract a Time and Materials contract or a monthly subscription managed service contract? The requirements read as if this is a managed services subscription, but pricing reads like a staff augmentation hourly contract.

    A.   Time and Materials in most instances. Sometimes we request a SOW and it turns into project work paid through a different budget.

19. For the EBS environment described in table 1. How many environments (dev, test, prod) will need to be supported?

    A.   EBS has PROD, AUD, Dev, Test, UAT and Prj.

20. For the supporting common applications listed in table 1, how many of each will need to be supported?

    A.   Information will be provided to the selected Vendor.

21. How many total environments (dev, test, prod) will need to be supported?

    A.   Information will be provided to the selected Vendor.

22. The listed versions of database and operating system versions are end of life / sustaining support. As such no patches or updates are provided by the vendor. Can you clarify as to the requirements listed for patching the system, given that the vendor is not providing patches?

    A.   Vendor is still providing critical security patches to these systems.

23. Can you provide any estimate on the current number of predictable and On Demand service requests you initiate per month?

    A.   See RFP and #2.

24. Is there a current outsourced managed service provider for this environment or is it managed in-house? If in-house, can you elaborate on the current staffing model for maintenance of this environment?

    A.   Currently outsourced, but we have in-house 2 FTE's also.

25. 2 Table 1- Please share module-wise & month-wise incident, problem, and change request volumes for the last two years.

    A.   Information will be provided to selected Vendor.

26. 8.2.4-Please share current support structure for L1, L2, L3 issues.

    A.   Not Applicable

27. 8.1-Please share current support infrastructure like apps / tools.

    A.   Information will be provided to selected Vendor.

28. 8.1-Please share the pain points you encountered and areas of improvement from support standpoint.

    A.   Information will be shared with selected Vendor.

29. 8. -Please provide clarification on Predictable Services and On-Demand Services?

    A.   Refer to RFP and #2.

30. 8.4.1- Is Existing documentation managed up-to date? (User Manuals, Functional Setups, Solution Design Doc., etc.)

     A. Not completely up to date, there are gaps in documentation.

31. 8.2.4-Oracle Product support is active?

     A. Yes

32. 8.1.1-What date Month end closing Process starts & last closed period?

     A. Information will be provided to selected Vendor.

33. Generic-Standby needed for Overnight Batch Process Monitoring?

     A. Not applicable

34. Please provide the ticket dump for the last 6 months?

     A. Information will be provided to the selected Vendor.

35. This is unsupported version of Oracle E-Biz. Are you subscribed to Oracle Support Sustenance services with a valid CSI? If PWC doesn't have a CSI we would have challenges supporting the Oracle legacy version. Under sustenance mode with valid CSI….Oracle will support only on selected product defects.

     A. EBS is under Oracle's extended support.

36. The scope of the RFP would be to support the newly implemented Oracle FUSION set of applications and not the Oracle E-biz 12.1.3 version? We presume that there would be separate skeleton team from PWC/ Incumbent side to provide support for this legacy version post the applications are transitioned to Cloud Fusion.

     A. Both applications will be supported, but the Fusion implementation will not start prior to early 2024.

37. If we must support the legacy version of Oracle E-Biz as well (post go live of FUSION) then how long (in number of years) do we have to support?

     A. This will be based on implementation schedule for the Fusion.

38. What is the start date that we should assume for beginning this AMS engagement for Oracle Fusion Apps?

     A. January 31, 2024

39. We presume that Oracle E-Biz Apps Admin support would be required only till Fusion Apps have gone live. Please specify for how long do we have to load the role of Oracle E-Biz Apps Admin?

A.   This will be based on implementation schedule for the Fusion.

40.   Are all these users based in the USA only? Or are they spread across the world? If yes, then please disclose countrywide users.

A.   All users are based in the USA.

41.   Do we have to support Hyperion Applications as well? If yes, then please provide version details.

A.   Yes - See RFP for details

42.   Regarding the support window it is clear that we have to support from Mon-Fri 7am to 6pm (EST). For afterhours/ weekends --

1.   would it be on call or full manned support?

A.   After hours is on-call.

2.   for afterhours/ weekends, we presume this is "just" for P1 category tickets?

A.   Yes

43.   Is it like regular maintenance of L2 and L3?

A.   Not applicable

44.   Does offsite mean - in USA but TechM office location and does ONSITE mean client site in USA?

A.   Offsite means not on PWC campus. Onsite means on PWC campus.

45.   What roles do you prefer onsite and offsite?

A.   We do not require any onsite roles

46.   What roles do you prefer onsite and offsite?

A.   The SI will determine what roles are needed to support the RFP.

47.   Are these services like occasional/ ad hoc requests, which would be raised as Change Request where the Service Provider needs to ramp up additional team members to attend to these tickets?

A.   Refer to RFP and definitions for Predictable and On Demand Services.

48.   What is graduated fee structure? Please provide details.

A.   Vendor determines fee structure.

49. This 50 hours mentioned, is it per month/ week it is not clear. Need more clarity with example. For so many modules how can we cater with 50 hours?

     A.   Refer to RFP and #2.

50. This 500 hours mentioned, is it per month/ year? Need more clarity with an example.

     A.   Refer to RFP and #2.

51. Vendor is responsible for providing recommendations related to configuration …

     1.   Does it mean, Vendor is only responsible for providing recommendations, and PWC DBA & IT team will carry out the configuration changes, maintenance and securing/hardening physical or virtual server's work? please clarify.

     A.   No, this means we expect the vendor to make recommendations and support the action if needed.

52. Please share the details of number of Non-Production EBS instances to support apart from EBS Production instance Prod, AUD, DEV, TST, UAT, PRJ

     • What is the frequency of Cloning/refresh and patch applications in Prod and Non-Prod environments

     A.   Patching is completed once a year and refreshes for lower environments are completed 2-3 times per year from production.

     • Please share the architecture Details like number of Web, Application and DB Nodes, is the RAC database used for High-Availability.

     B.   We don't use RAC. We use isupplier, as a web application in EBS. Recruitment is part of HCM and it's a SaaS native application.   There are 2 DB servers supporting EBS Prod and one server with standalone instances for each lower environment.

53. What is the version of OBIEE currently in use?

     A.   Analytics is not a part of the MSA RFP.

54. We understand that OBIEE is deployed standalone and is not part of Oracle BI Apps (OBIA). Please validate our understanding.

     A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

55. Is there any plan to migrate OBIEE to Oracle Cloud (OAC) or Upgrade to OAS during the support duration? If yes, our understanding is that the migration/Upgrade will be a separate initiative and is not part of AMS. Please validate our understanding.

   A. Not at this time but PWC reserves the right to make changes as needed.

56. What modules are required to be implemented in Hyperion Planning (For e.g. Financial Planning, Workforce Planning, Capex Planning, Projects Planning)?

   A. Nothing is being implemented, only support.

   B. Hyperion is an end-of-life system and we have plans on moving it to EPM as a SaaS solution starting in early 2024.

57. How many entities, Departments, Business Units are part of the Planning Process?

   A. Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

58. How many users base is considered as part of the Planning Process?

   A. Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

59. How many allocations rules, consolidation rules might be required approximately in the considered Planning Process?

   A. Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

60. How many levels of Approval Process are considered?

   A. Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

61. How many custom reports are required to be built as part of the Planning Process?

   A. Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

62. Kindly provide the budget anticipated for this engagement.

   A. Vendors are required to submit bids/pricing based on RFP requirements.

63. Kindly confirm if the required services can be provided from Offshore (Outside USA).

   A. Yes, but must be during PWC business hours as described in the RFP.

64.   Kindly provide us with the weightage allocated for each line item of the evaluation criteria.

    A.   Refer to RFP.

65.   Please confirm if digital signature is sufficient in all the proposal submission forms.

    A.   Please follow the directions for submission in the RFP.

66.   Kindly provide us with the holiday calendar to be followed for this engagement.

    A.   PWC's Holiday Calendar

    - New Year's Day 2023: (Observed) Monday, January 2, 2023
    - Martin Luther King, Jr. Birthday: Monday, January 16
    - Good Friday: Friday, April 7
    - Memorial Day: Monday, May 29
    - Independence Day: Tuesday, July 4
    - Labor Day: Monday, September 4
    - Veterans Day: Friday, November 10
    - Thanksgiving (2 Days): Thursday, November 23 & Friday, November 24
    - Christmas (2 Days): Monday, December 25 & Tuesday, December 26

67.   In bid-PWC2223064-MSA_RFP_ERP_Final2 > Section 8 > Predictive services and on Demand Services

    - Question: you have mentioned " For estimation purposes, use 50 predictive hours for the proposed budget" Clarification Required: Can you please clarify whether 50 Hours is for a month?

    A.   We only used 50 hours in FY 22 for project work, this is not a cap on budget.

68.   In bid-PWC2223064-MSA_RFP_ERP_Final2. Section 8 > on Demand Services

    - Question: you have mentioned " For estimation purposes, use 500 On Demand hours for the proposed budget" Clarification Required: Our understanding is proponent vendor will consider 500 Hours per month effort for on demand services?

    A.   Not capped, this is approximate # of hours used for on-demand break fix tickets in FY 22.

69.   In bid-PWC2223064-MSA_RFP_ERP_Final2 > Appendix B Application Overview

    - Question: you have mentioned 600 users: Clarification Required: can you please provide the user count breakup based on core vs non-core users and based on technology or application?

A.   NA

70.   In bid-PWC2223064-MSA_RFP_ERP_Final2 > Section 2 > Table 1

- Question: you have mentioned * mark for "Oracle Fusion Financials*" Clarification Required: we understand that you are going to implement Oracle ERP cloud by Jan 2024 hence Can you please clarify whether it's mistake or intentional?

A.   Implementation begins early 2024. We do not know the length of the project at this time.

71.   In bid-PWC2223064-MSA_RFP_ERP_Final2. Section 2 > Table 1

- Question: you have mentioned * mark for "Oracle Mobile Field Services (OFS)" Clarification Required: Can you please let us know to which cloud application OFS is going to get transformed?

A.   OFS is a new functionality that will be tied to Oracle WACS and then replace existing Oracle MWM used with our C2M application.

- Can you please provide a detailed list of integration and its touch points?

B.   Information will be provided to selected Vendor. We use OIC and SOA as middleware for integrations between multiple Oracle systems.

73.   What's the current ITSM tool used to log the tickets?

A.   Freshworks

74.   Do you have test Automation tool available in your IT landscape?

A.   We use Oracle OUTA.

75.   Are you open for automated regression testing for Quarterly patch update regression testing? We recommend including automated regression testing in your scope.

A.   Yes, we are open to automated testing, however scripts may not be developed yet.

76.   Are you open for Hybrid delivery model (dedicated team (Core or Onsite) & shared service team (Non-Core / Offshore)?

A.   Onsite resources are not required.

77.   In bid-PWC2223064-MSA_RFP_ERP_Final2. Section 2 > Table 1

- Please clarify which application are hosted on OCI currently and which application will stay on OCI in future.

A.   Oracle C2M is in OCI, prod and lower environments, as well as some platform services such as DBaaS for C2M and all Oracle Integration Cloud Services.

78.   What is the size of production Oracle database? How is the high availability configured for database services?

A.   Dataguard is used for high availability, we don't use RAC. Prod DB for EBS is under 1 Tb in size.

79.   In bid-PWC2223064-MSA_RFP_ERP_Final2 > Appendix B Application Overview > Predictable Services

- Question: for Database, infra & environment support, can we assume that its only 7 to 6 PM EST (M to F) support or 24/7 or 16/5 support required?

A.   On call support may be needed after these hours.

80.   In bid-PWC2223064-MSA_RFP_ERP_Final2 > Appendix B Application Overview > Predictable Services > current environments

- Question: you have mentioned 3 environments (PROD, DEV & UAT) Clarification Requested: Can we assume all your applications individually have 3 different environments?

A.   In General, yes.

81.   Can we assume each Oracle application has 3 database instances each from PROD, DEV & UAT?

A.   YES

82.   In bid-PWC2223064-MSA_RFP_ERP_Final2. Section 2 > Table 1 > Oracle Database. Question: Currently Oracle 11 g & 12c are out of support. do you have a plan to upgrade the DB?

A.   Not currently, this plan can be developed with the SI that is selected for this role.

83.   In bid-PWC2223064-MSA_RFP_ERP_Final2. Section 2 > Table 1 > Oracle Utilities Applications

- Question: Can you please confirm whether Customer to Meter (C2M) and Mobile Workforce Management applications are on-premises and hosted on cloud?

A.   C2M - OCI, MWM on-premise.

84.   How many environments are there for each application & DB in OCI?

A.   OCI hosts C2M environment including PROD, UAT, Dev, Test as well as DBaaS instances or Prod and UAT.

85.   Can you please confirm DB & OS version running on OCI?

A.   DB is 19c and OS is min OEL 7

86.   Can you confirm C2M application version currently used?

A.   v. 2.6

87.   Please describe any Change Control procedures in place.

A.   PWC has a CR process, SI will be briefed and trained on CR process when needed.

88.   Please describe the SLAs in place with business users for Production systems, as well as non-Production systems.

A.   Yes, DR is configured, no RTO or RPO defined.

89.   What is the frequency of cloning between environments (if any)?

A.   2-3 times per year

90.   Are there any general patching frequencies or Release Cycles in place?

A.   Varies by application, we can develop a plan with the selected Vendor.

91.   What is the patching frequency or release cycle for OS and Firmware?

A.   Typically, an OS and patching cycle happens once per year for On-prem applications.

92.   Please list any performance challenges in the infrastructure today.

A.   Yes, DR is configured, no RTO or RPO defined.

93.   Please indicate the number of Severity 1 issues created in the last 6 months, as well as the total number of SRs created in the last month.

A.   Information will be shared with selected Vendor.

94.   Are there any upgrades planned (or underway) for the next 6 months?

A.   WAM to WACS migration to SaaS, ERP migration from EBS to Fusion SaaS.

95.   Are there any 3rd party tools deployed for administration, patching or maintenance?

A.   OEM, Solarwinds, Ansible

96. Please indicate number of DBAs, OS/Storage system administrators on staff. Are they available 24x7 for operational support?

   A.   Two DBAs, two OS/Storage administrators, will be available on call rotation.

97. What are the major pain points in your Infrastructure today?

   A.   Information will be provided with selected Vendor.

98. What has been the Availability of the Production systems (99.9+)?

   A.   99.5%

99. Please describe any unplanned outages of your Production systems in the last 6 months?

   A.   NA

100. What is the normal Maintenance window for patching and general housekeeping of your Production environments?

   A.   Based on application, severity, a black period includes mid-Dec thru Mid- Jan each year.

101. Are there proactive monitoring systems deployed? If so are they available for specific configuration and notifications to service providers?

   A.   Yes, OEM and Solarwinds as well as native OCI reporting tools.

102. Are the systems housed in house or at 3rd party datacenters/Public Cloud Providers? Please provide locations if applicable.

   A.   Both

103. Are there any Infrastructure updates for Servers/Storage/Network planned in the next 6 months?

   A.   Information will be provided to selected Vendor.

104. Do you expect work to be conducted on-site at any of your locations?

   A.   No

105. Please provide Architecture for PROD and Non-PROD.

   A.   Information will be provided to selected Vendor.

106. Please provide details for Operating System, Weblogic, Database and Application Virions in the ENVIRONMENT INVENTORY tab.

   A.   See RFP, ADD SECTION

107.   Is High Availability configured. If yes, Vertical/Horizontal cluster?

     A.   DB Dataguard

108.   Is DR configured. If yes, any existing strategy for DR drill. RTO and RPO's for DR?

     A.   Yes, DR is configured, no RTO or RPO defined.

109.   Is SSL Enabled?

     A.   Not applicable.

Hyperion

110.   Architecture for PROD and Non-PROD?
     A.   Not applicable.

111.   In Appendix, observed Database Version for PROD is 12.10.2 and non-PROD is 1 2.1.0.3. Any dependency in maintaining same version both in PROD and Non-PROD.

     A.   Generally, versions are the same across all environments.

112.   Is RAC Enabled on Database. If yes, how many database nodes. Please provide details in the ENVIRONMENT INVENTORY tab?

     A.   RAC is not used.

113.   How many application nodes. Please provide details in the ENVIRONMENT INVENTORY tab?

     A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

114.   Operating System version for Database and Applications (Mentioned DB OS version is OEL6 and OEL 7 in appendix. Looking for an exact version on PROD and Non-PROD DB and application servers) Please provide details in the ENVIRONMENT INVENTORY tab.

     A.   The range is Linux 5.10 for old applications to OEL 7 for newer applications.

115.   How many external application nodes for iSupplier, iExpense, iRecruitment?

     A.   Just iSupplier

116. Any additional languages enabled?

    A.   No

117. Is load balancer used for Internal or External applications or both?

    A.   Yes, for internal applications, we use f5 load balancer.

118. Is Reverse proxy/LB used for external applications landing page?

    A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

119. Is SSL enabled for DB listener?

    A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

120. Is TDE Enabled?

    A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

121. Do they have any Partitions tables in EBS?

    A.   No

122. Is Java Web start enabled?

    A.   Yes

123. Is SSL enabled at Internal and external applications. If yes, end to end SSL or SSL termination is in use?

    A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

124. Is SSO configured with EBS?

    A.   No

125.   Is DR configured for Database and Applications. If yes, any existing strategy for DR drill?

A.   DR is setup with Dataguard DB and apps replication but no drill strategy exists.

126.   RTO and RPO's for DR; is this documented?

A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

127.   Is Mobile Web Applications or Field service enabled?

A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

128.   Is Java Code Signing implemented?

A.   No

129.   EBS Monitoring --> Do they have any existing monitoring tool. If not, we can suggest Zabbix?

A.   No

130.   Cloning -->What is the cloning frequency?

A.   2-3 times per year

131.   Patching --> Patching strategy for security/CPU/one-off and other patches. If they don't have one, we can suggest our recommendation

A.   Once per year. EBS will only receive critical patches and tax update information moving forward until it gets migrated to Fusion.

132.   Printers --> Is any third-party tool in use for Printers? Any label printers in use?

A.   Yes, label/receipt printers used.

133.   Architecture for PROD and Non-PROD?

A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

134.   WebLogic, Database and Application Verions. Please provide details in the ENVIRONMENT INVENTORY tab.

A.   Refer to RFP.

135.   List of products in use.

A.   Refer to RFP.

136.   Is High Availability configured?

A.   Yes

137.   Is DR configured. If yes, any existing strategy fir DR drill. RTO and RPO's for DR. is this documented?

A.   Dataguard and application replication in use, no Drill process and RTO/RPO is not clearly defined.

138.   Is SSL Enabled?

A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

139.   Is Load balancer in use for applications?

A.   Yes, f5.

140.   Backups --> Need to review their existing backup policy. If not, we can recommend?

A.   Yes backups exist.

141.   Cloning --> Frequency of clone/clone calendar.

A.   2-3 times per year

142.   Patching --> Patching strategy for security/one-off/bug fixes

   A.   Once per year.

143.   Monitoring --> Do they have any existing monitoring tool. If not, we can suggest
   Zabbix?

   A.   Solarwinds, OEM

144.   Is SSO configured with Hyperion Applications?

   A.   Not applicable and/or will be reviewed with the selected vendor. Relevant
         details to consider are in the RFP.

145.   Any customizations/know issues?

   A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details
         to consider are in the RFP.

OBIEE (Analytics is not part of the RFP)

146.   Architecture for PROD and Non-PROD?

   A.   Not applicable and/or will be reviewed with the selected vendor. Relevant
         details to consider are in the RFP.

147.   Weblogic,Database and Application Verions.

   A.   Not applicable and/or will be reviewed with the selected vendor. Relevant
         details to consider are in the RFP.

148.   Is High Availability configured?

   A.   Not applicable and/or will be reviewed with the selected vendor. Relevant
         details to consider are in the RFP.

149.   Is DR configured. If yes, any existing strategy fir DR drill. RTO and RPO's for DR.   is
   this documented?

   A.   Not applicable and/or will be reviewed with the selected vendor. Relevant
         details to consider are in the RFP.

150.   Is SSL Enabled?

    A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

151.   Is Load balancer in use for applications

    A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

152.   Backups --> Need to review their existing backup policy. If not, we can recommend

    A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

153.   Cloning --> Frequency of clone/clone calendar.

    A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

154.   Patching --> Patching strategy for security/one-off/bug fixes

    A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

155.   Monitoring --> Do they have any existing moniotoring tool. If not, we can suggest Zabbix?

    A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

156.   Oracle Data Integration (ODI) --> Version

    A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

157.   Details on ETL jobs.

    A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

158.   Is SSO configured with OBIEE?

    A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

159.   Is Scheduler configured?

    A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

SOA

160.   Architecture for PROD and Non-PROD?

    A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

161.   Weblogic, Database and Application Verions: Please provide details in the ENVIRONMENT INVENTORY tab.

    A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

162.   Is High Availability configured. If yes, Vertical/Horizontal cluster?

    A.   Yes

163.   Is DR configured. If yes, any existing strategy for DR drill. RTO and RPO's for DR?

    A.   DB is replicated, Application is not fully integrated

164.   Is SSL Enabled?

A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

165.   Is Load balancer in use for applications?

A.   f5 load balancer

166.   Backups --> Need to review their existing backup policy. If not, we can recommend?

A.   Backups in use

167.   Cloning --> Frequency of clone/clone calendar.

A.   SOA is not cloned

168.   Patching --> Patching strategy for security/one-off/bug fixes

A.   Patching happens once per year.

169.   Monitoring --> Do they have any existing monitoring tool. If not, we can suggest Zabbix?

A.   Solarwinds, OEM

170.   Is SSO configured with SOA?

A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

171.   Is Load balancer in use for applications?

A.   f5

172.   Backups --> Need to review their existing backup policy. If not, we can recommend?

A.   Yes, backups are in use.

173.   Patching --> Patchingstrategy for security/one-off/bug fixes

A.   Patching once per year.

174.   Monitoring --> Do they have any existing monitoring tool. If not, we can suggest Zabbix?

      A.   Solarwinds, OEM

175.   Is SSO configured with AIA?

      A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

Oracle Integration Cloud (OIC)

176.   Architecture?

      A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

177.   Flow of Integration?

      A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

178.   Type of adaptors and connections?

      A.   Integrations between cloud systems and also used as SFTP file transfers

179.   No. of adaptors and connections, Integrations?

      A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

180.   Source and Target?

      A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

181.   Monitoring?

A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

Oracle Cloud Infrastructure:

182.   Virtual Cloud Network (VCN) CIDR range?

A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

183.   Is VPN Connect/Fast connect in *use*?

A.   Yes, 1 GBps

184.   Types of applications running on OCI?

A.   C2M, OIC, Load Balancer,

185.   DBaaS or other database types in use?

A.   Yes, for C2M

186.   IDCS is in use?

A.   No, Federated / Azure SSO

187.   Is Public and Private subnets in use. Which applications use Public and Private subnets?

A.   Yes

188.   Any Network Security Groups in use?

A.   Yes

189.   Is Internet Gateway/NAT/Service/Local or Remote peering in use?

A.   All of them

190.   Is Monitoring/troubleshoot logs enabled?

A.   Yes

191.   Any network or application load balancer is in use?

A.   Yes

192.   Backups for database/applications running on OCI. Is Backup service is in use?

A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

193.   Monitoring for Database/applications running on OCI?

A.   Solarwinds, OEM

194.   SLAs – We follow only response SLAs and keep working until we resolve the issue. We can't give any resolution SLA?

A.   Refer to RFP.

195.   What are the on-premises items which are in scope for us?

A.   Refer to RFP.

196.   Are there any issues or concerns with us using our Zabbix (our enterprise monitoring system) to monitor all servers, apps and databases?

A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

197.   Are there any issues or concerns with us using our Secrets Server for credential storage vs IPA?

A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

198.   How are backups of the app servers and DBaaS being done today? Are there any 3rd party tools involved?

A.   DBaaS is using OCI native backups and Commvault backs up the rest.

199.   What OS (and version) are the EBS app servers running? Linux or Windows?

   A.   Linux

200.   How many OCI Linux and Windows servers are there?

   A.   Not applicable and/or will be reviewed with the selected vendor. Relevant
         details to consider are in the RFP.

201.   How many On-Prem Linux and Windows servers are there?

   A.   Not applicable and/or will be reviewed with the selected vendor. Relevant
         details to consider are in the RFP.

202.   What is the current OS patching policy for Windows servers?

   A.   Not applicable and/or will be reviewed with the selected vendor. Relevant
         details to consider are in the RFP.

203.   What tools (i.e. WSUS) are being used to patch the Windows and Linux servers?

   A.   Not applicable and/or will be reviewed with the selected vendor. Relevant
         details to consider are in the RFP.

204.   What is the current OS patching policy for Linux servers?

   A.   Not applicable and/or will be reviewed with the selected vendor. Relevant
         details to consider are in the RFP.

205.   For the on-prem SQL servers, are you looking for SQL Server support ONLY or both OS
        and SQL Server support?

   A.   Not applicable and/or will be reviewed with the selected vendor. Relevant
         details to consider are in the RFP.

EBS

206.   Is EBS Application TLS/SSL Enabled?

   A.   No

207.   Is Java Webstart Enabled?

    A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

208.   Any additional languages enabled in EBS other than default English?

    A.   No

209.   Is load balancer configured for Internal or iProcurement URL's?

    A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

210.   Is SSO enabled for any of the applications? No

    A.   No

211.   Is Mobile Supply Chain or Mobile Field service enabled?

    A.   No

212.   What is their existing DR policy like DR drill once in quarter/half-year/yearly?

    A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

213.   Is Compute Nodes need to build for DR applications or are they readily available?

    A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

214.   Currently Nagios server in OCI used for monitoring - Can suggest our Zabbix Monitoring tool to save some cost?

    A.   Solarwinds, OEM

215.   iProcurement - As per the document, they have only one Application node. Need to understand how they are accessing the iModule?

A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

216.   Is Automated backups or backups with backup tool is configured?

A. A. Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

217.   Is Clones are performing manually or automation process?

B.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

218.   DB Clone calendar (frequency of clones)?

A.   2-3 times per year.

219.   Patching à Need to review their patching strategy if not, we can suggest our recommendation?

A.   Patching on prem servers happens once a year.

220.   Upgrades à EBS R12.2.5 is the older version. The latest available is R12.2.12. The database version is 19c but you need to know the exact version. Along with that need to know the GRID version also?

A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

221.   Backups and Disaster Recovery à Review their backup strategy and suggest archive storage to save some cost if they are not in use?

A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

222.   Additional environments may be temporarily stood up in support of project work as required by the business à New build is cost associated based on the technology/servers?

A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

223.   Customer SLA has very aggressive timelines. Updated with AA SLA's à We are not doing the Resolution SLAs. We will be on any P1 or P2 until its resolved?

A.   Refer to RFP for requirements.

SQL Server

224.   DR/high availability configured for any of the SQL Server Database's?

A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

3rd Party/Custom Applications

225.   We don't have much details on third party/custom applications in RFP. Is there some custom/3rd party application that will be supported?

A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

226.   Who will be responsible for Oracle license compliance?

A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

Oracle HCM Cloud

227.   Which applications of Oracle HCM Cloud are, or will be, implemented? (for example: Core HR, Benefits, Payroll, etc.)

A.   All listed will be used eventually.

228.   When did the Oracle HCM Cloud applications go live? How many instances/pods will be supported?

A.   June 2022

229. How many end-users are there?

    A.   Approximately 600

230. Please list the integrations that exist to/from HCM Cloud.

    A.   EBS, WAM, Benefits providers

231. How is HCM Cloud supported today? Does PWC have internal Business Analysts and/or Power Users that provide some support to internal users?

    A.   Internal Business Analysts and managed service providers.

232. How are the Oracle quarterly updates handled today for testing, impact analysis, etc.?

    A.   Tested in lower environments first before deployment.

233. Is PII data maintained within the HCM Cloud applications?

    A.   Yes

234. Please list all annual events (i.e., Benefits) that happen each year.

    A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

235. Please specify security/compliance regulations that need to be in place.

    A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

236. Please provide a sample of the tickets logged each month with average monthly   counts of incidents/break-fix issues versus enhancement requests.

    A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

Functional Support for EBS, Hyperion, OBIEE

237.   Does PWC have internal Business Analysts and or Power Users that provide support to internal users for EBS, Hyperion, and OBIEE?

       A.   Yes, PWC has full time employees filling some of these roles.

238.   Is the EPM application EPBCS the cloud application that will replace Hyperion in 2024?

       A.   Yes

239.   Has development of enhancement requests for the on-prem applications already been put on hold in anticipation of moving to cloud, or do development requests continue? If they are continuing, please provide the types of requests and how many per month.

       A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

240.   In Table 1 (Page 3) of the RFP, OBIEE is not marked as getting replaced by Oracle   Cloud services. Will the on-prem version continue to be used?

       A.   OBIEE is not part of this RFP.

241.   Please provide a sample of the tickets logged each month with average monthly counts of incidents/break-fix issues versus enhancement requests.

       A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

242.   Please specify security/compliance regulations that need to be in place.

       A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

243.   List of tickets for past 6 months.

       A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

244.   Incidents, SR, Events/Alerts and Problem tickets

A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

245.   Any high priority issue in last one month

A.   Not applicable and/or will be reviewed with the selected vendor. Relevant details to consider are in the RFP.

246.   Is Infra Management and Support is part of the scope. Please confirm.

A.   Refer to RFP.

247.   Kindly provide the current team size supporting the managed services for Oracle EBS

A.   2 FTE's

248.   What is the scheduling solution in use for Batch Processes?

A.   Does not exist for EBS but we use CA Batch scheduler.

249.   Is Disaster Recovery (DR) in scope. Kindly confirm.

A.   Refer to RFP.

250.   Kindly provide the location from where the current service desk is operating from.

A.   PWC has a help desk for staff.