

**Department of Materials Management
Procurement Unit
MONTGOMERY COUNTY PUBLIC SCHOOLS
45 W. Gude Drive, Suite 3100
Rockville, Maryland 20850**

December 6, 2019

NOTICE TO BIDDERS

**The following are questions and responses regarding
RFP No. 4897.1, Oracle E-Business Suite Managed Support Services**

Question 1: Is off-shore support of the EBS instance allowed?

Answer: Yes

Question 2: With 11i going out of support January 2020, the security vulnerabilities are high if the application is up 98% of the time, is MCPS open to other ways of querying the current EBS instance, that are more effective?

Answer: No

Question 3: Will MCPS continue to pay maintenance to Oracle post June 2020?

Answer: No

Question 4: How much usage is expected to EBS 11i instance, daily/weekly/monthly/demand based?

Answer: On average, ten (10) queries per day for first six months and then significantly drop after.

Question 5: Is MCPS expecting any tickets to be opened by the users querying the instance?

Answer: Yes, but minimal. Remaining system users are experienced with EBS.

Question 6: How many users will be accessing the instance for queries or other purposes?

Answer: See Price Assumptions in Section 6 of the RFP.

Question 7: How many Administrators or Developers (Super-users) are anticipated to continue to use the instance?

Answer: Zero (0). We expect the Contractor to provide these services.

Question 8: What modules are you currently using within 11i (HR, Payroll, etc.)?

Answer: Human Resources and Payroll are in another ERP application. Refer to “3. SCOPE OF SERVICES” in the RFP.

Question 9: Is MCPS interested in pre-built reports that run on EBS schema reducing the exposure and security risk

Answer: No

Question 10: On the ERP Oracle Cloud side, which modules are you anticipating using? HR, Payroll, Finance, etc.?

Answer: Not relevant to the scope of services.

Question 11: When does MCPS want to complete the Discoverer Migration?

Answer: No plan to migrate Discoverer reports at the current time. The plan is to continue to use existing Discoverer reports.

Question 12: How many Discoverer workbooks do you currently have?

Answer: Most workbooks have been converted to BI reports. There are approximately 50 static workbooks remaining.

Question 13: How many business areas does MCPS have in Discoverer?

Answer: Financials and Purchasing

Question 14: Is the District open to offshore services? 24 hour support typically requires an offshore component. Please confirm.

Answer: Yes. Expecting support between the hours of 8:00am and 5:30pm (EST)

Question 15: In the Service Level Agreement scope, the vendor has one hour to respond to Level 1 Incidents. Is that 24/7 or just during business hours?

Answer: During business hours.

Question 16: Please confirm the District is only looking for Database support services and not hosting services. If so, please also confirm that Sample Hosting Agreements are not required with proposal submission.

Answer: MCPS is not looking for Hosting Services. MCPS is looking for database and application support only as outlined in "3. SCOPE OF SERVICES" in the RFP.

Question 17: Does the District need business analyst support for EBS applications? If yes, please provide expectations for the level of support expected since there will be no transactional activity in EBS.

Answer: No Business Analyst support is anticipated. MCPS would like to know the rate for these types of services if required in the future.

Question 18: Page 11 of the RFP states that the District will provide responses to vendor questions by Dec. 6th, but page 12 states they will be provided by Dec. 3rd. Which date should vendors expect to see answers published?

Answer: Answers will be published on December 6, 2019. An erratum will be issued to correct the language in the RFP.

Question 19: There needs to be 4 hard copies submitted all spiral bound and 1 redacted copy spiral bound along with a soft copy in a UBS drive. Most likely the redacted copy will only be the financial information of the firm, but the redacted copy must include the entire proposal. Is that correct?

Answer: Yes

Question 20: Where are the servers located? At Gude Dr?

Answer: Servers are located in Montgomery County, Maryland at a secured location. Actual location may be provided to awarded contractor if there is a need to be physically on site.

Question 21: What kind of managed services model do you expect – Onsite, Offsite, Offshore or a combination?

Answer: MCPS is open to all options.

Question 22: Is there currently an incumbent on this project?

Answer: No

Question 23: Does MCPS have a specific budget for this project?

Answer: Yes

Question 24: For hard copy submission, do you require 3 or 7 hard copies

Answer: 1 original hard copy, 3 hard copies of the original and 1 redacted hard copy.

Question 25: Does the RFP include Level 4 break/fix support services or strictly managed services or both? We think of Level 4 break/fix support services as what you currently receive from Oracle for an annual fee.

Answer: MCPS' requirements are managed services plus whatever services are necessary to complete the scope in the RFP.

Question 26: **Project Management:**

- a. Would this be position be a fulltime onsite position and will space be provided by MCPS?

Answer: No. Project Manager only needs to manage work/account. Workspace will be provided if any on-site work is required.

- b. Will remote access to supported systems be provided?

Answer: Yes. VPN

- c. Would this position be considered a fulltime 1920 annual hrs position?

Answer: No.

- d. Will MCPS provide equipment for this position?

Answer: No

Question 27: **Support Services:**

- a. Will onsite position?

Answer: Question lacks clarity

- b. Will remote access capabilities be provided to access to the supported systems?

Answer: See answer to Question 26.

- c. If the additional work orders are increases to more than 500 hours per year, will this be considered a special project? Will the fixed fee be increased? Will this be converted to T&A

Answer: This will be an additional work order.

Question 28: **Special projects:**

- a. Does MCPS have a list of the current and planned system interfaces with associated interface specification documentation?

Answer: This is a static system. All interfaces have been removed.

- b. Will MCPS provide a data dictionary for the tables and data elements within the data warehouse?

Answer: We expect the contractor to understand the tables and data elements of EBS 11.5.10

- c. Is the data warehouse accessed via the Oracle Discovery ROLAP tool?

Answer: There is no current OLAP tool, other than Discover.

- d. Does Replacement of hardware include purchasing physical hardware, installation and setup?

Answer: MCPS will purchase the hardware, if required. Contractor may be asked to provide installation and set-up services.

- e. Will MCPS provide a list of the type of hardware that would potentially be replaced?

Answer: Details about what hardware and operating systems that need to be replaced will be part of a work order within the scope of these services.

- f. Would replacement of hardware include updated operating system software?

Answer: See answer to Question 28.e

- g. Is there potential in this project to provide server hosting for the legacy application.

Answer: No

Question 29: In Section vii. Proposal Section 6.0. It states that sample documents proposers should include sample copies of the following documents:

Sample Master Services Agreement
Sample Hosting Agreement

- a. The RFP is requesting a sample hosting, however, the Intent section of the RFP indicates that the district intends to maintain the software and technology infrastructure but desires an outside firm to maintain the application. Is it the Districts intent to eventually host the legacy environment off premises?

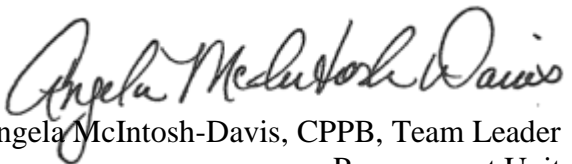
Answer: No

- b. Service Level agreements- The RFP list the following:

- a. Availability Uptime Production 98.0% Uptime : Test 95.0% Uptime

With the District being responsible for infrastructure, will the vendor be accountable for downtime unrelated to the Oracle application software?

Answer: No


Angela McIntosh-Davis, CPPB, Team Leader
Procurement Unit

Please indicate your receipt of this notice by signing below and returning with your proposal or under a separate cover.

Accepted By: _____
(Name & Title)

Name of Company: _____