**RFP 21-055**

**ERP Managed Services and On-Call Services**

**Response Form**

This Response Form must be completed and included as part of your RFP submission to assist the COUNTY in gaining an understanding of the breadth and depth of services and resources provided. CONTRACTORS that offer unique or specialized services may be considered for the preferred vendor On Call List.

**Response Intention**

Please indicate if you wish to be considered for the CNC Managed Services, the On-Call Services or both the CNC Managed Services and On-Call Services. Check one of the following:

**\_\_\_\_ CNC Managed Services only**

**\_\_\_\_ On-Call Support only**

**(Check Service Categories firm can provide)**

* **JDE Functional Support**
* **JDE Developer Support**
* **Configurable Network Computing (CNC Support)**
* **Database Administration & Support (Added Value Option)**

**\_\_\_\_ Both CNC Managed Services and On-Call Support**

**Company Size and Profile for both CNC Managed service and On-Call Candidates**

|  |  |
| --- | --- |
| Company Name |  |
| Number of Years in Existence |  |
| High Level Services Offered (Include all services available) | |
|  | |
| Describe how your support organization is structured (i.e. is a primary CNC support assigned to the account? Is their tier 1, 2, 3 support? Etc. | |
|  | |

|  |
| --- |
| Factors that differentiate you from the competition |
|  |

It is in the COUNTY’s best interest to retain an organization that has depth of resources. Please complete

the following table with the number of employees in your organization. If you are a smaller organization with a unique or specialized skill set, you may still be considered for the preferred vendor list. CNC Managed Services and On-Call candidates fill out applicable rows.

|  |  |  |
| --- | --- | --- |
| **Role** | **Number of Employees** | **Combined Years of Experience** |
| CNC Support resources total |  |  |
| JDE Development Support resources |  |  |
| JDE Business Analyst resources |  |  |
| Other Development resources |  |  |
| Project Managers (without PMP certification) |  |  |
| Project Managers (PMP certified) |  |  |
| Senior CNC consultant |  |  |
| Junior CNC consultant |  |  |
| Oracle Certified DBAs |  |  |
| Senior JDE Developer |  |  |
| Junior JDE Developer |  |  |
| Client Managers |  |  |
| Orchestration Developer |  |  |
| HCM Busines Analyst consultants |  |  |
| Finance Business Analyst consultants |  |  |
| Supply Chain Business Analyst consultants |  |  |
| Add rows for other type of value-add resources |  |  |

**CNC Managed Optional Value-Add Services**

Can your Company provide the following?

|  |  |  |
| --- | --- | --- |
| **Ticket and Time Tracking System** | | **Yes/No** |
| List of features available in Ticketing System: | | |
|  | | |
| List of reports available in Ticketing System: | | |
|  | | |
| List of reports available from Time Tracking System: | | |
|  | | |
| **Willing to use County’s Ticketing System** | **Yes/No** | |

|  |  |
| --- | --- |
| **Configuration/Change Management Program** | **Yes/No** |
| Is it software based? Yes/No  Name of software: | |
| Description of features: | |
|  | |

|  |  |
| --- | --- |
| **Proactive Maintenance Program** | **Yes/No** |
| Is it software based? Yes/No  Name of software: | |

|  |
| --- |
| Description of features: |
|  |

|  |  |
| --- | --- |
| **Proactive Automated Monitoring Tool** | **Yes/No** |
| Name of software: | |
| Description of features: | |
|  | |

|  |  |
| --- | --- |
| **Annual System Audit** | **Yes/No** |
| Description of Annual System Audit: | |
|  | |

**JDE CNC expertise check list for CNC managed services**.

In the following table mark the areas the primary CNC can support, the areas that would require other resources assigned, or if service is unavailable.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Primary** | **Scheduled** | **Unavailable** |
| Security Request |  |  |  |
| Scheduler Maintenance |  |  |  |
|  | **Primary** | **Scheduled** | **Unavailable** |
| System Reboot |  |  |  |
| Package Builds and Promotions |  |  |  |
| Full Package Builds |  |  |  |
| Thick Client Install |  |  |  |
| Web Dev Support |  |  |  |
| UDO Promotions |  |  |  |
| ESU installation |  |  |  |
| Tools release installation minor update |  |  |  |
| Tools release installation major update |  |  |  |
| Deployment server maintenance |  |  |  |
| Vertex Updates |  |  |  |
| Vertex Installation |  |  |  |
| JAS Server Configuration |  |  |  |
| JAS Server Install |  |  |  |
| Web services support |  |  |  |
| AIS Server troubleshoot |  |  |  |
| AIS Server installation |  |  |  |
| BSSV configuration/troubleshooting |  |  |  |
| BSSV installation |  |  |  |
| JDE Batch server config/troubleshooting |  |  |  |
| JDE Batch server installation |  |  |  |
| CNC configuration OCM |  |  |  |
| CNC configuration print queue |  |  |  |
| Performance tuning–JDE |  |  |  |
| Performance tuning-JDE running on Oracle database 12c |  |  |  |
| Performance tuning–JDE on Exadata environment |  |  |  |
| JDE system failover design/configuration |  |  |  |
| JDE architecture |  |  |  |
| Sandbox environment installation |  |  |  |
| Troubleshooting business function errors |  |  |  |
| Troubleshooting web client exceptions |  |  |  |
| Browser configuration and support |  |  |  |
| All Out Security usage |  |  |  |
| All Out Security installation |  |  |  |
| Log Capture |  |  |  |
| Oracle Support Ticket |  |  |  |

**Service Levels Managed CNC Support**

|  |  |  |
| --- | --- | --- |
| **Request Urgency** | **Hours of Operation** | **Response Time** |
| Standard operations support | Normal business hours |  |
| Urgent request | Normal business hours |  |
| Production down | Normal business hours |  |
| Standard operations support | After hours |  |
| Urgent request | After hours |  |
| Production down | After hours |  |
| Standard operations support | Week End/Holiday |  |
| Urgent request | Week End/Holiday |  |
| Production down | Week End/Holiday |  |

Fill out the chart below if you provide support during the list times. List any time support is not provided.

|  |  |
| --- | --- |
| Support Available | Y/N |
| Business hours (mountain time) |  |
| After hours |  |
| Weekends |  |
| 24/7 |  |
| List times support is not available: | |
|  | |

|  |  |
| --- | --- |
| CNC Managed Services Billing Model (DO NOT INCLUDE RATES HERE) |  |
| Describe the preferred way you would set and bill managed services hours: | |
|  | |
| Will you bill to the nearest quarter hour? Y/N  If not, how do you manage your hourly billing? | |

**On-Call Services**

**Response Times**

List the number of days you would commit to fulfilling the following requests, meaning from the time a Task Order is received to the time the resource is working.

|  |  |
| --- | --- |
| **Service Request** | **Days** |
| JDE Finance Business Analyst Quarter time support |  |
| JDE HCM Business Analyst Quarter time support |  |
| JDE Supply Chain Analyst Quarter time support |  |
| JDE Finance critical incident support |  |
| JDE HCM critical incident support |  |
| JDE Supply Chain critical incident support |  |
| JDE Finance incident support |  |
| JDE HCM incident support |  |
| JDE Supply Chain incident support |  |
| JDE Developer Quarter time support |  |
| **Service Request** | **Days** |
| JDE Development project |  |
| JDE Orchestration Development project (groovy scripting included) |  |
| IOs Mobile app coded in Xamarin support |  |
| ReportsNow report/dashboard development |  |

**Development Expertise for On-Call responses**.

In the following table list the number of resources who can perform the following functions. Expert level defined as resources can accomplish the task without research. Developer defined as resource can determine a solution with research.

|  |  |  |
| --- | --- | --- |
|  | **Expert** | **Developer** |
| Develop JDE custom applications, UBEs and TCs |  |  |
| Debug JDE custom applications, UBEs and TCs using ER debugger |  |  |
| Develop JDE NER and C business functions |  |  |
| Debug JDE NER and C business functions using Visual Studio |  |  |
| Use JDE performance tools to analyze data and locate performance issues |  |  |
| Develop and support interfaces between JDE and third-party packages using JDE toolset |  |  |
| Provide web service APIs for external source to call JDE to retrieve or update data in JDE |  |  |
| Test JDE outbound and inbound web service calls using SoapUI, Postman and CURL |  |  |
| Develop orchestration form services, data services, report calls, and email messages to automate JDE processes |  |  |
| Develop connector services to call external web services to update data from JDE to third party packages |  |  |
| Develop custom orchestrations services with groovy script |  |  |
| Develop, support, and deploy JDE mobile apps using Xamarin and Xcode |  |  |
| Develop and support JET applications for landing pages with charts using JDeveloper within JDE |  |  |
| Develop BI publisher objects and template to produce better reports and burst emails |  |  |
| Develop and support BSSV integration solutions. |  |  |
| Develop and support visual basic Excel macro code to JDE |  |  |

**Other Development Expertise**

List other languages, frameworks, low code solutions that your development staff has expertise.

|  |
| --- |
|  |

**References for both CNC Managed Services and On-Call Candidates**

Provide three references for similar work. All fields are required. The COUNTY will be reaching out to the reference here. These references may be the same or in addition to the references provided in the general RFP response.

**Reference 1**

|  |  |
| --- | --- |
| Company Name |  |
| Dates of services |  |
| Number of JDE Users |  |
| Contact Reference Information | Name:  Phone:  Email: |
| Description of the Services |  |
| CNC Managed Services | Yes/No |
| JDE Functional Support | Yes/No |
| JDE Development Support | Yes/No |
| Local Government | Yes/No |
| Oracle Database | Yes/No |
| Linux | Yes/No |

**Reference 2**

|  |  |
| --- | --- |
| Company Name |  |
| Dates of services |  |
| Number of JDE Users |  |
| Contact Reference Information | Name:  Phone:  Email: |
| Description of the Services |  |
| CNC Managed Services | Yes/No |
| JDE Functional Support | Yes/No |
| JDE Development Support | Yes/No |
| Local Government | Yes/No |
| Oracle Database | Yes/No |
| Linux | Yes/No |

**Reference 3**

|  |  |
| --- | --- |
| Company Name |  |
| Dates of services |  |
| Number of JDE Users |  |
| Contact Reference Information | Name:  Phone:  Email: |
| Description of the Services |  |
| CNC Managed Services | Yes/No |
| JDE Functional Support | Yes/No |
| JDE Development Support | Yes/No |
| Local Government | Yes/No |
| Oracle Database | Yes/No |
| Linux | Yes/No |