GUAM WATERWORKS AUTHORITY

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RFP No. 2024-09
Comprehensive Support Services for Applications and Integration Technologies utilized by the Guam Waterworks Authority, Guam Power Authority, Port Authority of Guam, & the Guam International Airport Authority
Response to Inquiries No. 4

This addendum serves to revise the previously issued bid documents and/or provides additional information for informational purposes. In cases where the responses below result in modifications to the bid documents, please consider them as amendments to the original RFP 2024-09. The following responses address RFIs received from potential bidders on August 29, 2024.

	Question/Inquiry from August 29, 2024:	GWA RESPONSE:
1.	**Can you provide list of modules used by each company:** a. GWA - Application Bill of Materials and Modules used today? b. GPA - Application Bill of Materials and Modules used today? c. PAG - Application Bill of Materials and Modules used today? d. GIAA - Application Bill of Materials and Modules used today and when migrated to EnterpriseOne what modules will be required to start off?	For the list of modules used by each company please refer to the following link: http://guamwaterworks.org/wp-content/uploads/2024/08/RFP 2024-09 RFI #4.xlsx Tab=> RFI#4 Q1 This document provides products covered under the existing Oracle licensing agreement with each entity. Please note, GPA and PAG lists legacy JD World licenses that were carried over after upgrading to JDE EnterpriseOne. E1 Modules are listed to the right of license data in the same tab.
2.	**GPWPAA per company:** a. Can you rate your functional SME/Users proficiency on scale of 1-10 b. Can you rate your JDE Developers proficiency on scale of 1-10 c. Can you rate your OCI Skill level on a scale of 1-10	Please refer to the following link: http://guamwaterworks.org/wp-content/uploads/2024/08/RFP 2024-09 RFI #4.xlsx Tab=> RFI#4 Q2
3.	**GWA, GPA and PAG have own tenancies in OCI and EnterpriseOne versions:** a. Is there a need to bring all of them to the same version of EnterpriseOne during the project phase or are we taking over as MSP as-is?	The approach will be for selected Managed Service Provider (MSP) to take over "as-is," meaning each entity (GWA, GPA, PAG, and GIAA) in their current state without requiring any upgrades.

	b. If you answered Yes to Above question. Are you looking to consolidate all the EnterpriseOne instances to single instance and OCI tenancies to single tenancy?	Consolidating all EnterpriseOne instances into a single instance and merging OCI tenancies into a single tenancy should be considered as a future state strategy. The scope of work requires the selected MSP to identify and propose opportunities to reduce costs, such as system consolidation or new licensing strategies.
4.	**Where is your primary region for OCI and what is your current DR Region?**	Standard Oracle Cloud Infrastructure (OCI) data centers are designed with redundancy across multiple Availability Domains (ADs) within a region and across multiple regions. If more information is required, it will be made available after evaluations conclude and during the start of proposal negotiations with the top-ranked offeror. If an agreement is not reached with the highest-scoring offeror, the information will then be provided to the next highest-ranked offeror. GWA–(p) Phoenix, (dr) on-premises, Standard OCI GPA–(p) Phoenix, (dr) Standard OCI PAG–(p) Phoenix, (dr) Standard OCI GIAA–Not Applicable (NA)
5.	**What is the connectivity between GWA, GPA and PAG and respective OCI regions?**	GWA has 2 S2S VPN links between OCI Phoenix and Guam. Each link is 100Mbps. One link is for user traffic into OCI. The second link is for DR replication. GPA has 2 S2S VPN links between OCI Phoenix and Guam. Only one is in use. Each VPN connection has 2 tunnels but only 1 Tunnel is in use for the active VPN. Each link is 1GBPS. PAG has 2 S2S VPN links between OCI Phoenix and Guam. Each link is 150Mbps.
6.	**Since GWA, GPA and PAG are in OCI today**: a. Are we required to take them as-is or can we suggest changes or reimplement if we see major issues with the implementation?	The approach will be to take over the existing OCI environments "as-is." However, the MSP may suggest changes or improvements as needed. Any proposed reimplementation or adjustments should be substantiated with a clear demonstration of existing issues or deficiencies within the current environment.
	b. If so, at that time the prices and project scope will vary. Is that ok with the approvers?	Any changes to the OCI environment will be at the MSP's expense unless it can be demonstrated that the current implementation is inadequate or problematic. If major issues are identified and changes are deemed necessary, any adjustments to pricing and project scope will need to be reviewed and approved at that time.

7.	**The OCI configuration diagrams and servers sent are for one owner - GWA.** a. Can we get server specs for GPA and PAG, even if the architecture diagram is not available?	Please refer to the following link: http://guamwaterworks.org/wp-content/uploads/2024/08/RFP_2024-09_RFI_#4.xlsx Tab=> RFI#4 Q7
8.	**Since GIAA needs reimplementation efforts from World to E1:** a. Can you send detail configuration of the same? b. When moved to EnterpriseOne, what 3rd parties servers will be needed for operations?	The detailed configuration information and specifics regarding third-party servers required for EnterpriseOne operations will be provided to the offeror at the appropriate stage. According to the "Selection of the Best-Qualified Offerors" section, GWA will conduct the evaluation process and select, based on qualification and evaluation ranking, at least two acceptable proposals (or fewer if fewer than two acceptable proposals are received). The requested information will be made available after evaluations conclude and during the start of proposal negotiations with the top-ranked offeror. If an agreement is not reached with the highest-scoring offeror, the information will then be provided to the next highest-ranked offeror.
9.	**Can we get a list all the customizations that are done with GWA, GPA, PAG?**	See the response to question 8. Similarly, a complete list of customizations will be provided to the top-ranked offeror at the start of proposal negotiations. Below are examples of customizations implemented for GWA: **Complex Extension: Personnel Action Workbench** This is a custom workbench within E1 HCM that tracks changes to employee records linked to specific change reasons. Data meeting the set criteria is added to a custom application screen for HR review before form creation. Approved forms are then made available via Employee Self Service (ESS) through Oracle Content and Experience Cloud (CEC). The custom workbench manages the initial entry and tracking of changes, allowing them to be moved through the approval process using an associated workflow. Once all changes are approved, a Notification of Personnel Action form is generated with the updates made to the employee record. The generated PDF forms are submitted to CEC for payroll processing, communication with other government agencies, and employee access, with updates also reflected in the Employee Master.

		Simple Extension: Verification of Employment (VoE) When an employee requests a Verification of Employment (VoE), a proof of employment letter is generated. A button within the Employee Profile screen launches orchestration to create the pdf letter, which is then saved to CEC.
10.	**Can we get a list of the customizations done with GIAA and which customizations will be required in EnterpriseOne?**	See response to question 9.
11.	**Has there ever been a disaster in GUAM that caused issues with connectivity and if so, what was done during those times to keep the operations going?**	Yes, Guam has experienced disasters such as typhoons that caused connectivity issues; however, none of these events have led to significant downtime for any entity. During such times, contingency plans were activated, including the use of manual processes, backup communication channels, connections, and other alternative methods to maintain operations and minimize disruption.
12.	**In your Disaster Recovery Reference architecture (what is referred to as Local Data Center):** a. Where is this located and is there OCI infrastructure deployed in your local DC?	Data Center at GPWA headquarters, Mangilao, Guam
13.	**What are your back up policies today in OCI for GWA, GPA, PAG?**	Current backup policy in the Oracle Cloud Infrastructure (OCI) for GWA, GPA, and PAG involves daily backups and full system backups conducted monthly. These backups are archived and retained for seven years to ensure data integrity and availability. GIAA uses same schedule for on premises backup.
14.	**Your Database is backed up to secondary AD or Region:** a. What version/edition of Oracle DB is being used? b. How is the replication done? c. What is the synchronization level?	GWA – (a) 19c (b) StarQuest Data Replicator SQDR with Fallback (c) 15 minutes GPA – (a) 19.16.0 Enterprise Edition Extreme Performance (b) See response to question 13 (c) See response to question 13 PAG – (a) 19c (b) My Oracle Support (MOS) replicates data from Production environment to the Test and Development environments. (c) See response to question 13 GIAA – Not Applicable (NA)
15.	**What is the timeline considered for migration GIAA from World to E1, and until then who manages GIAA JDE World version?**	GIAA migration from JDE World Software (v9.3.1.3) to E1 upon the availability of funding. Support is managed in-house in consultation with Oracle Support as needed.

16.	**In GWA, PAG Managed Services Support:** a. Can you enhance what you mean by Extensions Support?	In the context of Managed Services Support, Extensions Support refers to technical support specifically for customizations and extensions made to the existing system. This includes: Troubleshooting and Maintenance: Addressing issues, bugs, or errors in customized applications, extensions, or enhancements to ensure they function correctly. Updates and Modifications: Making necessary changes to customizations to keep them aligned with system updates, regulatory requirements, or evolving business needs. Performance Optimization: Enhancing the performance and efficiency of custom features to ensure they operate seamlessly within the broader system environment. Technical Guidance: Providing advice on best practices for maintaining and further developing customizations, including integrating third-party applications or adjusting to new workflows. Extensions Support ensures that the customized elements of your system are maintained, optimized, and capable of meeting ongoing operational requirements.
17.	**For GPA only CNC management is performed today:** a. Will it be the same for future? b. If so, who takes care of other activities?	CNC management may remain in place for up to two more years. Other activities are managed by GPA IT personnel.
18.	**Development help needed for EnterpriseOne only or for other areas as well?** a. If so, can you list all the areas where you are looking for development help?	According to the RFP scope of work, development help is primarily needed for EnterpriseOne; however, support may also extend to other areas as specified in the RFP. Development assistance is required in the following areas: JD Edwards EnterpriseOne: Customization, orchestration, and enhancements to existing modules, including financials, HCM, Capital Asset Management, supply chain, and other critical functionalities. Oracle Fusion Procurement Cloud: Development and customization support for Oracle Fusion Procurement Cloud to streamline procurement processes, enhance supplier management, and integrate procurement activities with JD Edwards EnterpriseOne.

		Third-Party Integrations: Support for integrating third-party applications with JD Edwards, ensuring seamless connectivity and data exchange.
		Oracle Content Management (OCM): Development and support related to document management, workflow automation, and integration with EnterpriseOne for forms and other document-related processes.
		Reporting and Analytics: Development of custom reports, dashboards, and analytics to support business decision-making within the JD Edwards environment.
		Customization and development of third-party applications such as mobile workforce are examples of other possible development needs.
19.	**Are we negotiating any licenses during the Managed Services takeover?**	The intent is to takeover the environments "as-is," however, a current licensing review and analysis may be requested to evaluate the potential benefits of purchasing new licenses in order to provide long-term cost savings when considering the costs associated with legacy licenses and ongoing annual support and maintenance expenses. This review will help identify opportunities for more cost-effective licensing solutions and overall improved system efficiency.
20.	**Who has ownership of the OCI Tenancies (i.e. the current vendor or GWA, GPA, PAG)?**	The OCI tenancies are owned by GWA, GPA, and PAG, respectively.
21.	**World Soft has FASTR. Users will have written umpty number of reports:** a. What is the plan for conversion? b. Does Guam have effort estimates for writing financial reports created in FASTR?	Regarding the use of FASTR reports, there are currently not many being used. The plan for converting these reports will depend on the overall JD Edwards (E1) upgrade strategy and the reporting tools that are selected moving forward. The need for conversion will also hinge on the capabilities of the new reporting tool, including its available library and functionalities. As such, no specific effort estimates have been made at this time.
22.	**Customizations done in AS400 using RPG/ILE (assuming Guam has written custom applications):** a. What is the plan for developing/re-developing these applications in E1 - 9.2?	The plan for developing or re-developing custom applications in E1 - 9.2 will be determined by the awarded offeror, who will be required to develop a solution to replace or implement any existing custom applications. This will include evaluating current RPG programs, such as those created for

		Aircraft Activity, Tour Bus, Decals Applications, and the Time & Attendance Software integrated with E1, to ensure a seamless transition and integration within the E1 - 9.2 environment.
	b. Are there any customizations to be addressed?	Yes, customizations will need to be addressed. Specifically, the custom RPG programs mentioned will require review and adaptation as part of the upgrade to E1 - 9.2, ensuring all custom functionalities continue to meet operational needs.
23.	**There is functionality changes between World and E1:** a. (Example newer functionalities of JDE such as customer sets, duplicate invoice numbers, Proposal generation, CRM etc) i. These never existed in World Instance: 1. How is Guam planning to handle these changes?	A potential strategy to address the differences in functionality between World and E1 is to conduct a series of workshops with GWA, GPA, PAG, and GIAA. These workshops would be designed to present the existing customizations currently used by GWA, GPA, and PAG. During these sessions, agencies that do not currently have these customizations can assess their utility and determine if they should be implemented to meet their needs. For GIAA, a separate discovery workshop would be conducted to present the new functionalities available in E1, such as customer sets, duplicate invoice numbers, proposal generation, and CRM. This workshop would help GIAA evaluate whether these features are necessary for their operations and should be included in their implementation plan. These workshops will ensure that each agency can make informed decisions about adopting or adapting customizations and new functionalities to best meet their operational requirements.

Bidders are also notified to visit the GWA website: www.guamwaterworks.org to ensure that any addenda to the bid, answers to questions, and reminders are communicated to all bidders during the solicitation process.

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Date 2024. 9. 4