

**J.D. Edwards Enterprise One Financial System
Consulting and Support Services
RFP-RH-21-049**

	CCS Global Tech 13475 Danielson St., Ste 220 Poway, CA92064	Core Services Group LLC 1430 Monroe Grand Rapids, MI 49515	Cyret Technologies Inc. 10687 Gaskins Way, Ste 200 Manassas, VA 20109	Denovo Ventures, LLC 6400 Lookout Road, Suite 101 Boulder, CO 80301	JDEdge Inc. 1333 S. Ocean Blvd. Pompano Beach, FL 33062	Kastech Solutions LLC 6918 Corporate Drive, Suite A1 Houston, TX 77036
Firm Established:	1997	2001	2001	2003	1995	2007
Years in Business:	24	20	20	18	26	12+ years
Type of Organization	Corporation	Corporation	Corporation	Partnership - LLC	Corporation	Partnership
How many yrs providing similar services? Provide historical narrative.	Brings more than 30 years combined experience implementing, upgrading and supporting JDE in many industries. For this project they would be leveraging a strategic partnership with iKW solutions. iKW is a stand-alone entity but provides resources and support to its parent and sister companies.	Most of staff have been working with JDE their entire professional careers. The consultants that would be assisting have been working with the software for approximately 25 years. Most of their clients have been wit them for over 15 years.	Since 2001 they have focused on Enterprise applications and management solutions. Their focus is exclusively on Oracle products. Cyret operates from 6 countries and has the experience of 100+ successful implementation projects. Customer base is in 36 countries.	Full-service ERP software and implementation provider with experience in designing, implementing and supporting Oracle applications. Is one of Oracle's top designated partners for JDE. Has completed over 2,500 successful projects for JDE customers.	Has been providing JDE support for 26 years. First client was the Government of the British Virgin Islands.	Started in 2007. Has been recognized as one of the fastest growing IT solutions and services companies by Inc. 500 Companies in 2016.
How many public clients has your company served?	Listed 25 Cities.	Wayne County subbed in via secure-24.	Four listed. Other references provided in response.	Over 800 projects for public sector customers. List of municipal government customers provided.	List of six clients provided.	Has provided IT staffing and consulting services to various clients across the US. List of 11 public sector clients provided.
What services do you intend to outsource?	CCS is collaborating with iKW for this project. No portion of work will be shared with any other subcontractor.	None	None.	Does not expect to outsource.	None.	None
Describe resources you are capable of bringing to the City. Submit profiles.	Profiles of staff are in the section labeled "Profiles of Team CCS Staff". In this section the team anticipated to support the City during the three years is listed.	Their plan would be to assign 2-3 consultants to the account. Company supports virtually all modules of JDE. List of years of experience for staff that handles each module is listed in response.	Cyret globally has over 200 full time JDE consultants as its employees. Their consultants are domain experts with product knowledge on JDE Application Suite. Their project experiences include implementation, upgrades, migrations, support, trainings and integration of JDE applications as well as other applications.	They have included roles proposed for the project along with representatives resumes in section 2.	Jeff Staples-JDE SME Will Huang-JDE Developer Michael Whitehouse-JDE Developer	Has successfully delivered 25+ IT consulting services contracts for several public and private sector agencies. They have a pool of 450+ IT functional and technical consultants.
What type of telephone support can your company provide? Describe the telephone support program and hours of availability.	Has the capability to provide the required telephone support to the City. Will comply and provide the support to the City per the requirements.	Can expect to have telephone support during the City's business hours. Arrangements can be made for additional coverage as required.	Will provide a US based triage manager who will be point of contact for raising any tickets of phone call support.	Denovo's working hours for support and management of JDE is 9:00 am- 9:00 pm, Monday through Friday with expanded emergency support 24/7/365.	Have provided City of Rochester Hills with telephone support over the last 6 years with 24 hour response time.	Assign a dedicated single point of contact from their US account management team. The assigned SPOC will be a senior account manager. This will ensure that City gets the executive attention.
Do consultants have the ability to work remotely?	Can work remotely and have been since COVID-19 for all of their clients. Utilizes information sharing tools like Teams.	They are accustomed to working remotely. The entire staff was remote during the pandemic, and most still remains remote.	Yes, consultants have the ability to work remotely. All of their resources are global and have means and resources to work from remote location.	Consultants can work remotely or on-site as requested by the City. Any onsite work would be invoiced at actual cost.	Have provided the City with remote support for the last 6 years. Process has been for a City team member to reach out via email or phone and they used Logmein to access the City's system.	Supports remote engagements for most of their projects. Many of their current support and maintenance projects are following 100% remote engagement.

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Provide a work plan.	When the City wishes to engage with team CCS, The City's Project Manager will issue a Task Order request. Upon receipt of the Task Order, their team will review and schedule a meeting with the City's project manager and prepare a response. Please see response for full methodology.	Uses a ticket system for their clients that they provide free of charge. This can be customized to the City's needs. In general, it can be accessed from their website and the system captures all of the relevant details of each case. Tickets will be assigned to the appropriate consultant.	Their methodology emphasizes approach to gather business requirements, documentation, development, testing, training, troubleshooting and promotion of objects to target environment after user sign off/UAT. Complete methodology listed in response.	Denovo utilizes ServiceNow software to track and manage customer issues and requests. Denovo's service desk, known as the Customer as per the agreed terms and conditions. Complete methodology listed in response.	Plan to provide the City with the same support that have provided the last six years.	They perform job profiling and benchmarking to establish parameters that will assist in identifying the skill levels required to succeed in the City's specific work environments. Detailed work plan listed in response.
How many Full-Time Employees:	347+	10	200	142	1	140
How many Part-Time Employees:	50+	3	0	10	3	60
Please list any exceptions:	None	None	None	Denovo assumes that any scope of work tied to this request will fall under the terms and conditions of their existing Managed Services statement of work with the City.	None	None

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Staff Description	Hourly Rates			Hourly Rates			Hourly Rates*			Hourly Rates			Hourly Rates			Hourly Rates		
	Year 1	Year 2	Year 3	Year 1	Year 2	Year 3	Year 1	Year 2	Year 3	Year 1	Year 2	Year 3	Year 1	Year 2	Year 3	Year 1	Year 2	Year 3
Management Consultant				\$155.00	\$155.00	\$155.00	\$125.00	\$125.00	\$131.25	\$180.00	\$180.00	\$180.00	\$140.00	\$140.00	\$140.00	\$155.00	\$155.00	\$155.00
Module Related Consultant:																		
Financials and General Ledger	\$141.00	\$145.00	\$149.00	\$155.00	\$155.00	\$155.00	\$120.00	\$120.00	\$126.00	\$165.00	\$165.00	\$165.00	\$140.00	\$140.00	\$140.00	\$155.00	\$155.00	\$163.00
Payroll And Human Resource	\$154.00	\$158.00	\$162.00	\$155.00	\$155.00	\$155.00	\$120.00	\$120.00	\$126.00	\$165.00	\$165.00	\$165.00	\$140.00	\$140.00	\$140.00	\$155.00	\$155.00	\$163.00
Purchasing	\$141.00	\$145.00	\$149.00	\$155.00	\$155.00	\$155.00	\$120.00	\$120.00	\$126.00	\$165.00	\$165.00	\$165.00	\$140.00	\$140.00	\$140.00	\$155.00	\$155.00	\$163.00
Accounts Payables	\$141.00	\$145.00	\$149.00	\$155.00	\$155.00	\$155.00	\$120.00	\$120.00	\$126.00	\$165.00	\$165.00	\$165.00	\$140.00	\$140.00	\$140.00	\$155.00	\$155.00	\$163.00
Fixed Assets	\$141.00	\$145.00	\$149.00										\$140.00	\$140.00	\$140.00			
Budget	\$141.00	\$145.00	\$149.00										\$140.00	\$140.00	\$140.00			
Work Orders	\$141.00	\$145.00	\$149.00										\$140.00	\$140.00	\$140.00			
Inventory	\$141.00	\$145.00	\$149.00										\$140.00	\$140.00	\$140.00			
Other Consultant Staff:																		
Developmental Consultants:																\$125.00	\$125.00	\$131.00
Financials and General Ledger	\$129.00	\$133.00	\$137.00	\$155.00	\$155.00	\$155.00	\$110.00	\$110.00	\$115.50	\$165.00	\$165.00	\$165.00	\$140.00	\$140.00	\$140.00	\$125.00	\$125.00	\$131.00
Payroll And Human Resource	\$129.00	\$133.00	\$137.00	\$155.00	\$155.00	\$155.00	\$110.00	\$110.00	\$115.50	\$165.00	\$165.00	\$165.00	\$140.00	\$140.00	\$140.00	\$125.00	\$125.00	\$131.00
Purchasing	\$129.00	\$133.00	\$137.00	\$155.00	\$155.00	\$155.00	\$110.00	\$110.00	\$115.50	\$165.00	\$165.00	\$165.00	\$140.00	\$140.00	\$140.00	\$125.00	\$125.00	\$131.00
Accounts Payables	\$129.00	\$133.00	\$137.00	\$155.00	\$155.00	\$155.00	\$110.00	\$110.00	\$115.50	\$165.00	\$165.00	\$165.00	\$140.00	\$140.00	\$140.00	\$125.00	\$125.00	\$131.00
Fixed Assets	\$129.00	\$133.00	\$137.00										\$140.00	\$140.00	\$140.00			
Budget	\$129.00	\$133.00	\$137.00										\$140.00	\$140.00	\$140.00			
Work Orders	\$129.00	\$133.00	\$137.00										\$140.00	\$140.00	\$140.00			
Other Staff:																		
CNC Consultant	\$141.00	\$145.00	\$149.00	\$155.00	\$155.00	\$155.00	\$120.00	\$120.00	\$126.00	\$190.00	\$190.00	\$190.00	\$140.00	\$140.00	\$140.00	\$155.00	\$155.00	\$163.00
UPK Consultant	\$116.00	\$120.00	\$123.00	\$155.00	\$155.00	\$155.00	\$110.00	\$110.00	\$115.50	\$165.00	\$165.00	\$165.00	\$140.00	\$140.00	\$140.00	\$155.00	\$155.00	\$163.00
							*Offshore pricing was provided in response.											
Identify percentage increase for:																		
Year 4:	2%			3%			3%			3%			2%			5%		
Year 5:	3%			0%			3%			3%			2%			5%		
Initial Start-up Work:																		
Anticipated number of hours:	40 hours			14 hours			80 hours			0			0			165		
Hourly Rate:	\$154.00 - Solution Architect			\$155.00			\$70.00			\$165.00			0			\$155.00		
Total Cost for Initial Start-up work:	\$6,160.00			\$2,170.00			\$5,600.00			\$0.00			\$0.00			\$25,575.00		
Clearly define all relative direct and indirect costs, including all reimbursables.	N/A			If they are asked to be onsite, they will bill the city mileage at the IRS rate. Any necessary lodging would also be billed to the City.			All taxes and fees will be borne by City of Rochester Hills at actuals and excluded from offer rate. City will bear all expenses if resource is required to travel onsite including but not limited to Air Travel, Visa, lodging and boarding, local travel, per diem, parking charges and any other expenses.			If City wishes to process a change order to existing agreement. Please see exceptions for additional list.			All travel expenses for City requested site visits will be reimbursed by the City of Rochester Hills.			Non		