

REQUEST FOR PROPOSALS FOR ORACLE ENTERPRISE ONE SUPPORT AND CONSULTING SERVICES

PROPOSALS TABULATION

Name	Rimini Street, Inc.	Leverage Consulting	Fujitsu America, Inc.
Address	Las Vegas, NV	Washington DC/San Diego, CA	Hudson, OH
Years in Business	4 years	7 years	24 years
Years providing support for Oracle Enterprise 1	2 years	4 years	19 years
Years providing consulting for Oracle Ent 1		20 years	19 years
Years providing consulting for financial systems	2 years	20 years	19 years
Historical Narrative	Most experienced support provider in the industry for Oracle products. Serve more than 200 Global, Fortune 500, mid-mkt & public sector orgs using Oracle software. Extensive exp supporting JDE appls & most engineers have implementation & consulting backgrounds with JDE product	Began w/ World followed by Enterprise One and have supported all releases through 9.0. Consultants have been implementing and supporting public sector municipalities, counties and state agencies since 1988	Support since its release in late 1996; supported E1 since gen availability. Certified JDE Bus Partner in 1990. Outstanding JDE service since 1990.
Years providing CNC services for Oracle Ent 1	2 years	4 years (since 2005 release of 8.11 SP1)	13 years
Worked specifically w/ Oracle Enterprrie 1	Team members have more than 6 years in JDE support. Highly trained & experienced w/ Enterprise One-specialists & CNC technical	Consultants capable of supporting all releases interchangeably since 8.10 forward. Certified to support 8.11,SP1	Worked with JDE 8.11,SP1 and all versions of JDE 8.x released and now version 9.0 & Xe and pre-Xe releases. Cert Adv Bus Partner
Closest support facility	Personnel located in 30+ states and around the world	Washington DC; majority of consultants based in Cincinnati or Pittsburgh	Cleveland, OH
Parent Company	None	None	Fujitsu
Firm publicly or privately held	Privately held (VC investor backed)	Privately held	Publicly

REQUEST FOR PROPOSALS FOR ORACLE ENTERPRISE ONE SUPPORT AND CONSULTING SERVICES

PROPOSALS TABULATION

Name	Rimini Street, Inc.	Leverage Consulting	Fujitsu America, Inc.
Address	Las Vegas, NV	Washington DC/San Diego, CA	Hudson, OH
Annual Gross Sales			
	2008		
	2007 86 million	3,195,000	\$1,504,195,000
	2006 9 million	\$2,845,000	\$1,769,303,000
	2005 1.6 million	\$2,320,000	\$1,666,698,000
	New Company	\$1,801,000	NA
Familiar w/ RH financial system set-up			
	Info provided in RFP. All engs are senior level only & have extensive exp implementing upgrading & supporting JdE products	No. Well-versed in best practices for E1 for municipalities; team extensive expertise on govt accounting reqs, encumbrance accting, CAFR reporting, GAAP, GASB and GFOA standards. Member of GFOA.	No. Will conduct an analysis phas to review City's current JDE system and configuration. Most experienced JDE consultants in industry; worked w/ numerous clients over extended number of years
Public sector clients			
	Services for about 30 public sector clients Flint, MI Michigan Employee Retirement System Oakland County Kent County Medicine Hat, Canada Des Moines, Iowa Huntsville, AL Eugene, OR Overland, Park, KS Spokane County, WA Norfolk, VA	12 public sector clients: Alaska Aerospace Dev Corp, City of Belevue, City of Culver City, City of Moose Jaw, City of Oceanside, City of Santa Fe, Metro Airports Comm of Minneapolis/St Paul, Minnesota Lottery, NY State Bridge Authority, Norty County Transit Dist, Orange Cty Sanitation District, Vancouver Port Authority. Have also served Chicago, Columbus, Independence, San Diego and Wichita; county and state govts and US Federal govt agencies	Dozens of public sector clients across all versions of JDE including 8.11 SP1 Polk County, IA City of Nashville, TN Cook County IL Treasurers Office El Paso County, CO Ft Collins CO Jefferson County CO

REQUEST FOR PROPOSALS FOR ORACLE ENTERPRISE ONE SUPPORT AND CONSULTING SERVICES

PROPOSALS TABULATION

Name	Rimini Street, Inc.	Leverage Consulting	Fujitsu America, Inc.
Address	Las Vegas, NV	Washington DC/San Diego, CA	Hudson, OH
Clients currently served with similar services	Over 200 Global, Fortune 500, mid-mkt and public sector orgs with same type of support services: Texas Medical Assoc, GlaxoSmithKline, Alcon Pharmaceutical, Electrolux, Lexmark, Baxter Pharmaecutical, Total, URS, Sports Authority, Johnson & Johnson, Caterpillar, Sunbeam, Metro Vancouver, CAN, Mesa, AR, Pittsburgh Schools, Abilene Schools, Birdville Schools, McLennan County, TX, Cowlitz County,WA,	Similar services - 5 customers- client support, on-call support of current E1 environment, application support serv, technical support serv, stakeholder training, upgrades, implementation of add modules and capabilities, customer development and IT roadmap recommendations	Currently supporting 4 JDE clients on Appli- cation Support; over 25+ on consulting projects and 5-10 for ongoing CNC support at any given time
Experience w/ Oracle Enterprise 1 HTML	Engineers have extensive experience implementing and supporting Enterprise 1 HTML	Extensive work w/ E1 web client, IBM WebSphere and Oracle Application Server. Self-service applications and dashboard products	Extensive experience wokring w/ JDE E1 HTML product both application and CNC/technology perspective; crosses multiple versions. Version 9.0 running in internal Center of Excellence, which is an HTML deployment for consultant training
Experience w/ report writing applications	Engineers extensive experience coding report changes and supporting various report writer tools with the E1 product	Highly proficient using standard E1 reporting tools incl Fin Report Writer & Enterprise Report Writer, B1 Publisher and third party report writing and formatting tools as Crystal Reports, Bus Objects, Optio, FormScape, Create!Form.	Extensive work w/ JDE E1 Reporting Toolset including Enterprise Report Writer and Financial Report Writer, Form Design Aid tool; custom reports, Developers certified in JDE E1 toolsets and reporting tools
Experience w/ thin client HTML interface	Engineers have experience implementing and supporting E1 thin client HTML interface	Extensive E1 web client interface, both from configuration and end use perspective. Experience training and support end users w/ features and limitations of web client.	<b>Ext</b> experience with JDE E1 HTML client & <b>imple</b> mented & deployed the Web Client <b>confi</b> guration; CNC/technology team with <b>ext</b> experience working w/ the web <b>inter</b> face.

REQUEST FOR PROPOSALS FOR ORACLE ENTERPRISE ONE SUPPORT AND CONSULTING SERVICES

PROPOSALS TABULATION

Name	Rimini Street, Inc.	Leverage Consulting	Fujitsu America, Inc.
Address	Las Vegas, NV	Washington DC/San Diego, CA	Hudson, OH
Experience with Optio reporting software	Engineers experience working with the Optio report writing software and supporting its usage	Optio experience; if additional expertise is req'd, resume will be submitted for approval	Many Fujitsu JDE Tech developers have worked with Optio in JDE environment. Also extensive list of subcontractors that are experts in development using Optio
Experience w/ cross-module integration	Covers cross-module integration issues that may arise under its support agreement. Functional engineers have experience setting up & configuring cross-module integration	Comprehensive knowledge of integration between all various E1 applications, including modules being used and planned for usage by RH-knowledge beyond basic integration to field level (UDCs) and using interoperability (Z-file) tables	Cross-module integration is a standard req. for most JDE implementations, upgrades and support projects. JDE consultants have ext. exp in analyzing, setting up, configuring and testing JDE applications across different modules
Difference w/ company's support product and Oracle's support product	Added benefits: support for customizations, interoperability and performance. Does not provide any new functionality, unless req'd to meet new tax & reg reqs & does not provide new functional releases of the product. Mission to drive more value out of their existing system investments & substantially reduce overall support costs.	Immediate response, will support customizations and modifications, support of 3rd party applications, cost effective price, same consulting resource provided to assist the City, highly personalized level of service, support & consulting resources located within onshore in US & 100% dedicated to serving public sector.	Needs more information concerning support line requirements to offer a proposal on Part I (support services) for a full 10 years.
Full-time employees	140+ full time employees	25 full time employees	7,000 globally, 3000 in US, 700 in Oracle
Part-time employees	10+ part time employees	10 part time employees	Does not track part time employees
Percentage engaged in public sector			
Support	15%	100%	25%
Module Consulting	As Needed	75% of total employees	90%
CNC/Technical Consulting	As Needed	25% of total employees	10%
			*Based on JDE practice

REQUEST FOR PROPOSALS FOR ORACLE ENTERPRISE ONE SUPPORT AND CONSULTING SERVICES

PROPOSALS TABULATION

Name	Rimini Street, Inc.	Leverage Consulting	Fujitsu America, Inc.
Address	Las Vegas, NV	Washington DC/San Diego, CA	Hudson, OH
Number public sector clients-Oracle Enter 1			
Nationally:			
Support	2	5	2
Module Consulting	As Needed	15	5
CNC/Technical Consulting	As Needed	15	5
Michigan:			
Support	None	0	0
Module Consulting	None	0	0
CNC/Technical Consulting	None	0	0
24/7/365 remote diagnostics	Yes, all support contracts are 24/7 with 30 min response for urgent issues	Yes, emerg escalation resources will respond based on established Service Level Agmt.	Complete support services infrastructure to provide 24/7/365 support through Managed Services practice
Overseas, off-hours support staff	Have global staff, but service clients in the US from the US	No, all work is performed on US soil	Yes, Fujitsu most engagement that require 24/7/365 support - relies on own internal offshore support team
RH to approve staff assigned	Yes	Yes	Yes, standard practice for Fujitsu
Guarantees to go beyond firm to locate expertise to resolve issues, no added cost	Requirement, reputation & procedure is to resolve client issues-use all commercially reasonable means to resolve servious issues	Guarantee ensures City firm is 100% responsible to resolve issues at no incremental; costs other than provided for in max monthly efforts	Guarantee is a standard part of standard cost agreement
Services to be outsourced/subcontracted	None	Not anticipated; will notify City if req'd	Certain occasions where internal resources involved in another assignment, then use subcontract resources.

REQUEST FOR PROPOSALS FOR ORACLE ENTERPRISE ONE SUPPORT AND CONSULTING SERVICES

PROPOSALS TABULATION

Name	Rimini Street, Inc.	Leverage Consulting	Fujitsu America, Inc.
Address	Las Vegas, NV	Washington DC/San Diego, CA	Hudson, OH
Procedures to secure confidential data	Security Dept wk w/ client to address all security procedures & processes	High priority; Consultants ensure all City & statutory reqs are adhered to	If any RH confidential data requires storage, stored at one of secured data centers
Availability of Oracle patches and fixes	Help City download & archive all Oracle E1 software & updates it is entitled to possess prior to termination of its annual maint w/ Oracle. After, City not entitled to access or possess any new Oracle updates that may be available	Yes, as authorized Oracle Partner, authorized implement, upgrade and support E1 solutions for customers; full access to patches and fixes	Yes, as Oracle Bus Partner agmt, allowed to provide patches & fixes to clients who are not currently on Maint Support w/ Oracle.
If patches/fixes not provided by Oracle, how are they provided to RH	Will create new application patches, fixes & regulatory & tax updates as needed under terms of Support Agreement	Not Applicable - have patches and fixes	Can develop custom patches or fixes to RH if not currently on Maintenance Support w/ Oracle
Who identifies need for patches/fixes	If City has patch or fix in its possession that can solve problem, will recommend using it. If new application patch or fix needs to be created, Rimini St will do so.	Leverage will identify existing SRs, create new SRs & identify ESUs to resolve issues	Approach to work directly with RH to identify patches and fixes to correct problems
Access to Oracle support staff	No. Rimini Street has no formal relationship w/ Oracle Corp	Yes, access to Oracle support staff and ability to escalate issues to mgr's level	Direct access to Oracle/JDE support staff as a bus partner- most JDE mgmt team worked for JDE and have relationship w/ teams
Oracle Enterprise 1 certified	No. Oracle does not certify any 3rd Party support providers, as viewed as competition	Yes-certified as both support and implementation consultants	Yes, each consultant is certified on latest JDE E1 release including version 8.11

REQUEST FOR PROPOSALS FOR ORACLE ENTERPRISE ONE SUPPORT AND CONSULTING SERVICES

PROPOSALS TABULATION

Name	Rimini Street, Inc.	Leverage Consulting	Fujitsu America, Inc.
Address	Las Vegas, NV	Washington DC/San Diego, CA	Hudson, OH
Resources	Grigsby-former JDE & other consult firms- all appl modules	Haggis-VP 19 yrs JDE, 20 yrs pub sec, Exe Spon Palmer-Proj mgr 23 yrs Jde/IT 18 yrs, pub sec	Burt-Dir/Proj Delivery-14 yrs JDE consulting Helgesen-Proj Mgr-29 yrs mgmt, JDE specialized
	Medina-appl modules, priv sect wk-13 years	Frisco-Fin Lead 15 yrs Jde/IT 25 yrs, Sr ProjMgr	McElhinney-Consultant 30 yrs IT/ JDE Tech
	Speciale-CNC, appl, mods, platforms-12 yrs	Bippus-HCM Lead-20 yrs IT/15 yrs JDE	Lancaster-Consultant 12 yrs JDE
	Bredleau- all appl mods, former JDE-18 yrs	O'Dea-Distribution Lead-18 yrs IT/12 yrs JDE	Downing-Consultant 30 yrs/JDE HR exp
	Hebner-sup ch mgmt, former Oracle-10 yrs	Amidaala-Dev Lead-15 yrs IT/12 yrs JDE	Haitz-Sr Consultant 13 yrs JDE experience
	Larsen- former Tom Now, Sr Programmer JDE	Ross-CNC/Tech Lead 15 yrs IT/ 15 yrs JDE	Vanlandingham-Sr Consultant-13 yrs JDE
	Hussian-10 yrs JDE-HR self serv, former Oracle		Jacot-Director Tech-13 yrs IT/JDE CNC exp
	Jacob-IT 16 yrs; JDE 11 yrs		Thomsen-Consultant-13 yrs IT/JDE exp
	Kerr-20 yrs IT; 12 yrs JDE; former JDE/Oracle		Uhrich-Sr Tech Consultant-26 yrs IT/JDE exp
			Tillman-Sr Tech Consultant-former JDE/25 yrs
			Denney-Practice Dir-JDE Consultant/15 yr JDE
Consultant Management	VP over JDE global; Mgmt staff overseeing service delivery & development; Hands-on mgmt team	Matrix Org w/ 4 pools: Proj Mgmt, Resources, Sales/Mkt & Admin. Project Manager to cover all responsibilities of project	4 functional teams lead by exp directors: Proj Mgmt; Financials & HR; Distribution, Manuf; CAN/Technology & Tech Development
Telephone support/hours of availability	Support reqs by telephone, email or client- specific web portal. Urgent issues preference by phone; City assigned Primary Support Engineer; support hotline 24/7	24/7/365 from anywhere that the consultant may be. Toll free numer for help desk support.	Toll free number or email routed to Support Desk; routed to JDE sys support resources; Support Specialist accesses client's system remotely to resolve issue. Support hrs range from normal bus hrs to 24/7
Consultant's ability to work remotely	All work is performed remotely; on-site in emergency situations where client & Rimini St agree it is appropriate	Yes-over 50% of consultant efforts are completed from home offices.	Yes-involves setup of client VPN access. Team of specialists to help clients setup, maintain & resolve issues with remote access to their JDE system

REQUEST FOR PROPOSALS FOR ORACLE ENTERPRISE ONE SUPPORT AND CONSULTING SERVICES

PROPOSALS TABULATION

Name	Rimini Street, Inc.	Leverage Consulting	Fujitsu America, Inc.
Address	Las Vegas, NV	Washington DC/San Diego, CA	Hudson, OH
Contract	Yes	Yes	Yes
Billing procedures	Support billed annually in advance; consulting hours billed month; net 30 days	Monthly invoices; net 30 days	Set up per client's request
Current financial statement	No	Yes	Yes
Insurance requirements	Yes	Yes	Yes
<b>COST</b>			
Total Annual Support Cost:			
	2010	\$40,000	\$74,520 NA
	2011	\$40,000	\$76,010 NA
	2012	\$40,000	\$77,530 NA
	2013	\$40,000	\$79,080 NA
	2014	\$40,000	\$80,665 NA
	2015	\$40,000	\$82,275 NA
	2016	\$40,000	\$83,925 NA
	2017	\$40,000	\$85,600 NA
	2018	\$40,000	\$87,315 NA
	2019	\$40,000	\$89,060 NA
			*Declined to Bid on Part I
Due date of annual support cost	On or before start of each support year	12 monthly installments	
Direct/indirect costs/reimbursales	Travel and living expnses for travel pre-approved by the City	Travel expenses; other costs to be approved by the City	Indirect costs include travel costs or any other incidental costs in support of RH JDE that are requested and agreed upon by RH Fujitu's Travel Policy provided



REQUEST FOR PROPOSALS FOR ORACLE ENTERPRISE ONE SUPPORT AND CONSULTING SERVICES

PROPOSALS TABULATION

Name	TST Consulting, Inc.	AMX International	Dechen Consulting Group, Inc.
Address	Cincinnati, OH	Rexburg, ID	Farmington Hills, MI
Years in Business	11 years	20 years	11.5 years
Years providing support for Oracle Enterprise 1	4 years JDE/SP1 2.5 years	12 years	None for E1
Years providing consulting for Oracle Ent 1	4 years JDE/SP1 2.5 years	12 years	None for E1
Years providing consulting for financial systems	11 years	20 years	11 years
Historical Narrative		Partnered w/ Oracle prior JDE since 1989. Business and technical consultants based throughout US. Resource Center. JDE Partner of Year Award-4 yrs. Exp in all verticals within public sector; experienced appl consultants, best bus practices, tech consulting, cost effective remote wk solutions, industry recognition	DCG's specific consultant for RH has worked w/ several clients using JDE 8.11 and CNC over past several years. Past experience enables DCG to bring a wealth of experience and knowledge on specifics of financial systems to clients
Years providing CNC services for Oracle Ent 1	2.5 years	20 years	
Worked specifically w/ Oracle Enterprise 1	Both TST & consultant well versed in JDE vertical & practical experience w/ One World 8.11 SP1	Yes, all JDE release including JDE 8.11 SP1	Specific consultant worked on 8.11, SP1 over past several yrs
Closest support facility	Cincinnati, Ohio	Rexburg, ID	Farmington Hills, MI
Parent Company	NA	AMX is parent company/no subsidiaries	Privately owned
Firm publicly or privately held	Privately	Privately	Privately owned



REQUEST FOR PROPOSALS FOR ORACLE ENTERPRISE ONE SUPPORT AND CONSULTING SERVICES

PROPOSALS TABULATION

Name	TST Consulting, Inc.	AMX International	Dechen Consulting Group, Inc.
Address	Cincinnati, OH	Rexburg, ID	Farmington Hills, MI
Clients currently served with similar services	Currently services 85 clients across US ranging from HELP desk support, application upgrades, full implementations, training, proj mgmt and custom reporting and interfaces. Sr. specialists provide configuration review and process improvements, pre audit evaluations & strategic planning. Service is currently provided on-site, remote & a combination of both	Over 200 public sector clients; Implemented at many commercial clients. More than 700 customers have utilized AMX for implementation services, upgrades, etc.	No current support for any clients in Oracle Enterprise One. Provides consulting & support for Ford Motor Co's Accting System Renewal and financial systems for The Warranty Group and Michigan State University (Peoplesoft) and MSU support for SAP financial system
Experience w/ Oracle Enterprise 1 HTML	Consultants are fully functional w/ HTML product, having employed it within environments including 8.10, 8.11, 8.12 and Xe	Each customer listed in reference and experience section has chosen the option to utilize the web client (HTML).	Consultant dedicated to RH has exp w/ E1 HTML product-installs, tools releases & upgrades on a variety of platforms & performance tuning. Troubleshooting resolution for all aspects of software, including web based applications. WebSphere, Windows Terminal
Experience w/ report writing applications	Various experience designing & developing client specific reports including Trial Balances and Operating Profit Analysis	Schumer providing report writing to RH for past 4 yrs. Many other clients use AMX's expertise in report writing for their financial systems. All developers have experience using E1 Report Write in a multitude of functional areas	Will provide additional consultant for report writing applications. Will be screened based on bkgd w/ report writing appl for JDE 8.11, SP1 financial systems and experience req'd by RH
Experience w/ thin client HTML interface	Ease and simplicity to export data from data browser tables and fields	All functional, technical and CNC consultants have been working w/ thin client (HTML) interface since it was first introduced in XE	Consultant has worked with thin client (HTML) interface for over 5 years

REQUEST FOR PROPOSALS FOR ORACLE ENTERPRISE ONE SUPPORT AND CONSULTING SERVICES

PROPOSALS TABULATION

Name	TST Consulting, Inc.	AMX International	Dechen Consulting Group, Inc.
Address	Cincinnati, OH	Rexburg, ID	Farmington Hills, MI
Experience with Optio reporting software	Developers knowledgeable to expert w/ Optio product. Number of clients turning to BI Publishers, which is provided by Oracle & designed to wk with JDE software, eliminating need for 3rd party software	Several financial and report writing resources are familiar w/ Optio. Optio is a common third party product used by many customers	
Experience w/ cross-module integration	Capable & competent to support all JDE module to module integration & external integrations as Vertex and Kronos. Exp w/ St and Fed govts, banking and insurance institutions	All consultant worked w/ different modules with E1 & understand integration bet all modules; E1's integration is one of its core competencies & strategic directives and thus critical knowledge and experience for AMX team to understand	Will seek outside expert assistance in guiding primary consultant through any cross-module integration support and consulting needed by RH
Difference w/ company's support product and Oracle's support product	TST bld relationship w/dedicated support team and RH engagement mgr. City pays for support service only when and if you actually use it; not in case you might use it.	AMX does not offer support product in the traditional terms as Oracle offers. This proposal addresses Part II (consulting) and Part III (CNC)	DCG & consultants would support RH by utilizing products currently in place. Does not have a proprietary support product, but utilizes consultants w/ experience supporting and advising clients on products and tools in place, along w/ future versions & associated upgrade work.
Full-time employees	5 full time employees	79 full time employees	25 full time
Part-time employees	1 part time employee	1 part time employee	0 part time
Percentage engaged in public sector			No public sector clients using E1
Support	30%	65%	NA
Module Consulting	30%	65%	NA
CNC/Technical Consulting	30%	65%	NA

REQUEST FOR PROPOSALS FOR ORACLE ENTERPRISE ONE SUPPORT AND CONSULTING SERVICES

PROPOSALS TABULATION

Name	TST Consulting, Inc.	AMX International	Dechen Consulting Group, Inc.
Address	Cincinnati, OH	Rexburg, ID	Farmington Hills, MI
Number public sector clients-Oracle Enter 1			
Nationally:		200 public sector clients	
Support	0		0
Module Consulting	0		0
CNC/Technical Consulting	0		0
Michigan:		50 public sector clients	
Support	0		0
Module Consulting	0		0
CNC/Technical Consulting	0		0
	1 support @ v8.11 w/o SP1		
24/7/365 remote diagnostics	No 24/7/365. Provides direct access to dedicated support team/engagement mgr or Pres. Help line 7-24 EST/M-F-HR/Payrl/Fin	Generally 8am - 7pm ET, five days a week with Federal holidays	Consultants available 24/7/365 to provide support, consulting & diagnostic/troubleshooting telephonically & via the web
Overseas, off-hours support staff	No	No	No
RH to approve staff assigned	Yes	Yes	Yes
Guarantees to go beyond firm to locate expertise to resolve issues, no added cost	Access to 150 JDE professionals and direct Oracle support & documentation to ensure TST's skills & resources meet any requirement.	Rarely use subcontractors. Will provide best resources to handle a problem/situation	Will sign an agmt committing to seek "outside" assistance for any support issue or question within scope. Will bear cost of using "outside" assistance
Services to be outsourced/subcontracted	150 subconsultants that TST's has worked with over past 4 years	Do not anticipate outsourcing any services; all support on-shore, English-speaking resources	None

REQUEST FOR PROPOSALS FOR ORACLE ENTERPRISE ONE SUPPORT AND CONSULTING SERVICES

PROPOSALS TABULATION

Name	TST Consulting, Inc.	AMX International	Dechen Consulting Group, Inc.
Address	Cincinnati, OH	Rexburg, ID	Farmington Hills, MI
Procedures to secure confidential data	Personal/hardware/connectivity/electronic data is kept confidential	Applicable to Part I.	Will adopt any procedures & processes currently in use by RH for security
Availability of Oracle patches and fixes	Yes, certified Oracle Partner Network Member with full access to Oracle online support, their Knowledge Base, Bugs and Patches	Yes	No, does not receive patches and fixes from Oracle
If patches/fixes not provided by Oracle, how are they provided to RH	Not Applicable - receive patches and fixes directly from Oracle. TST will download all applicable instructions and objects	Applicable to Part I	Will provide guidance & assist w/ use of patches & fixes. No contract w/ Oracle. Experienced w/ Vertex
Who identifies need for patches/fixes	Consultants will search and provide all fixes or suggested workarounds as part of standard services and will inform the City of corrective action and approvals	RH responsibility to identify patches and fixes. Applicable to Part I	Can assist RH in identifying needed patches & fixes and to put into place. RH will need to obtain patches & fixes from Oracle
Access to Oracle support staff	Yes, long Oracle relations and many of their key functional and technical associates.	Yes	No access to Oracle support staff
Oracle Enterprise 1 certified	Not certified, however individual consultants are certified for many Oracle modules and release levels	Yes	Primary consultant is in process of obtaining Oracle E1 certification

REQUEST FOR PROPOSALS FOR ORACLE ENTERPRISE ONE SUPPORT AND CONSULTING SERVICES

PROPOSALS TABULATION

Name	TST Consulting, Inc.	AMX International	Dechen Consulting Group, Inc.
Address	Cincinnati, OH	Rexburg, ID	Farmington Hills, MI
Resources	Murphy-Engagemt Mgr-HR/Payrl Expert Taylor-Sr Fin Lead-Appl consultant for JDE Parks-Sr Payrl & HR consultant-JDE exp Walsh-Proj Mgr-Security Audit-JDE Exp Taylor-Sr MFG-JDE Exp consultant Mitchell-Tech Lead and Reports Smiglewski-Govt, Fin, Fist & Supply Chain- 10 yrs consulting/7 yrs JDE Moorman-Sr CNC Consultant Ross-Sr. CNC Consultant/JDE Exp	Robbins-Project Mgr-14 yrs/11 yrs JDE Mahon-HR/Payroll-20 yrs Courtright-Financials - JDE Exp Schumer-Financials-4 yrs JDE Holmes-Purchasing-13 yrs Purch/JDE spec. Thamir-Developer-20 yrs IT/10 yrs JDE Hadzik-Developer-9 yrs JDE Hescheles-CNC-20 yrs-tech McIntyre-CNC-8 yrs IT/5 yrs JDE *All consultants have worked on RH systems	Tidwell-10 yrs JDE CNC consultant. JDE E1 8.12 experience w/ tools release 8.98 running on AS400 platform; former JDE One World Tech consultant
Consultant Management	Bus Dev Mgr-pt of contact; consultants require minimal mgmt & wk closely	Consultants report to Practice Director. Proj Mgr is assigned to client projects. Consultants report to Prac Dir and Proj Mgr	DCG's manager of business will remain in weekly contact with consultants & RH & conduct performance/delivery reviews
Telephone support/hours of availability	HR/Payroll & Fin hotline staffed 7-24 EST M-F; staff and consultants are all accessible via cell phones as needed.	Support provided by Oracle 24/7/365 for software issues. AMX provides support for implementation services-cust care-M-F, 6am to 6pm MST; critical 24/7	Primary & add consultants assigned to RH will be available telephonically 24/7/365 for support & consulting needs. A response time schedule will be set up upon the Tier 1 - Tier 3 schedule
Consultant's ability to work remotely	Yes, Consultants all have cell phones and we access or the ability to connect to a network via VPN	Yes, all consultants have ability to work remotely	Yes

REQUEST FOR PROPOSALS FOR ORACLE ENTERPRISE ONE SUPPORT AND CONSULTING SERVICES

PROPOSALS TABULATION

Name	TST Consulting, Inc.	AMX International	Dechen Consulting Group, Inc.
Address	Cincinnati, OH	Rexburg, ID	Farmington Hills, MI
Contract	Yes	Yes - 2005 contract	No
Billing procedures	Invoice the City on weekly basis. Net 30 days	Bi-weekly invoicing with due net-30 terms	Monthly invoices for appropriate share of annual cost of support contract plus expenses
Current financial statement	Yes	Yes	Yes
Insurance requirements	Yes	Yes	Yes
COST			
Total Annual Support Cost:	T&M contract; no cost for support contract;	Part I- N/A	
	2010 Pay for resources when/if utilized; Billable in		\$75,000
	2011 15 min increments.		\$75,000
	2012 \$145/hr on-site resources		\$78,000
	2013 \$120/hr offsite support		\$78,000
	2014 Plus any out-of-pocket expenses, including		\$81,120
	2015 travel expenses. All out-of-pocket expenses		\$81,120
	2016 will be billed at cost. Will work closely w/		\$84,350
	2017 City to work remotely whenever possible to		\$84,350
	2018 reduce travel costs.		\$87,700
	2019		\$87,700
Due date of annual support cost	NA	NA	31st of each month
Direct/Indirect Costs/Reimbursables	Offsite consulting services performed over the phone (totalling over 15 min a day) will be billed on T&M basis. Travel & Living expenses billed at actual costs.	Expenses incurred by AMX personnel shall be charge to RH - local travel, incidental expenses & meal per diem; air travel time at consultant full rate one way; all other travel expenses outside reasonable driving dist, ie., airfare, parking, travel to/fr airport, taxis, car rentals and hotel	Travel and lodging expenses for requested on-site visits of DCG consultants