

SERVICES/SUPPORT FUNCTIONS

The following services may be required of the finalist consultant. Consultants must complete the table below by entering one of the following in the “Response” column next to each category.

Y	If requirements will be provided/performed by the Consultant
C	If Consultant can provide/perform the service with assistance from/intervention by the City. Consultant must explain in detail what the City’s role/responsibilities would be in the “Comments” column.
S	If services will be provided by a subconsultant
N	If services will not be provided by the Consultant or a subconsultant

Use the “Comment” column to provide additional comments as needed.

Services/Support Table

Services/Support	Rimini Street	Leverage Consult	Fujitsu America	TST Consult	AMX Internat	Dechen Consult
General						
The vendor shall assess the City’s current Oracle Enterprise One (JD Edwards OneWorld 8.11, SP1) implementation – technical infrastructure, software set-up and use, In-house support levels, modifications and interfaces – and identify gaps or enhancements to improve the City’s operations.	Yes, incl’d w/ support onboarding process	Yes, initial asstmt & recommend imprmts	C-need City’s reasoning for business processes	C-netwk diagrams, gap analy or document ation	Y-exp & knowledge to develop SOW/Cost Estimate	Did not provide this form!
The vendor must then commit to assign the appropriate support staff to support the City’s Oracle Enterprise One (JD Edwards OneWorld 8.11, SP1) applications and users for the duration of the contract to be negotiated.	Yes, Primary support engineer assigned	Yes-commit to the team	No-not bidding on Part 1	Yes	Yes-as in past	
The vendor must then commit to assign the appropriate module consulting staff to support the City’s Oracle Enterprise One (JD Edwards OneWorld 8.11, SP1) applications and users for the duration of the contract to be negotiated.	Yes, funct. Specialist assigned for all JDE appls.	Yes	Yes	Yes	Yes-as in past	
The vendor must then commit to assign the appropriate CNC/Technical staff to support the City’s Oracle Enterprise One (JD Edwards OneWorld 8.11, SP1) applications and users for the duration of the contract to be negotiated.	Yes	Yes	Yes	Sub	Yes-as in past	

Services/Support	Rimini Street	Leverage Consult	Fujitsu America	TST Consult	AMX Internat	Dechen Consult
The vendor may be asked to close the identified gaps and achieve the suggested enhancements.	Yes	Yes-estimates for approval	Yes	C-gap analy, prioritize effort, solution	Yes	
The quality of the vendor's support services is of paramount importance. The vendor agrees to grant the City full discretion over who the vendor assigns to the City's account, and will remove and replace anyone in a timely manner if the City so requests.	Yes	Yes	Yes	C-City Proj Mgr wk closing with TST mgr.	Yes	
Further, a formal request for service and a subsequent complaint management system will be negotiated and agreed to by the vendor.	Yes, process & escalation model	Yes	Yes	C-joint review & adoption of system	No-pertains to Part 1	
Provide Oracle Enterprise One (JD Edwards OneWorld 8.11, SP1) administration services, including security and user maintenance, if and when called upon to do so.	Yes-on hrly basis	Yes	Yes	Yes	Yes	
Make changes to panels, programs and reports as needed.	Yes	Yes-Sr Dev Staff	Yes	C-Test & sign off on changes, promotion	Yes	
Vendor has knowledge of governmental accounting and business processes, including GASB, GAAP, GFOA standards, CAFR reporting	Yes	Yes	Yes	Yes	Yes	
Vendor is a Oracle Enterprise One (JD Edwards OneWorld 8.11, SP1) Certified Consulting Alliance Partner A. For Support Services B. For Module Consulting Services C. For CNC/Technical Support Services	No-maintains its own certifications	Yes-Oracle Cert Partner/reseller of E1 software	A-No B-Yes C-Yes	No	Yes-Part II and Part III	
Vendor will maintain the Oracle Enterprise One (JD Edwards OneWorld 8.11, SP1) Certifications for all appropriate staff.	Yes	Yes-Current Oracle certifications	Yes	Yes	Yes-85% of consultant are certified	

Services/Support	Rimini Street	Leverage Consult	Fujitsu America	TST Consult	AMX Internat	Dechen Consult
Vendor has implemented and supported version 8.11 of the Oracle Enterprise One (JD Edwards OneWorld 8.11, SP1) Oracle Enterprise One (JD Edwards OneWorld 8.11, SP1) software modules listed below.	Yes	Yes	Yes-has multiple clients	Yes	Yes	
Vendor has the ability to tune the Oracle Enterprise One (JD Edwards OneWorld 8.11, SP1) database. More specifically, vendor can decrease system response time when other functions slow the system down.	Yes-incl'd in support services	Yes	Yes	Sub	Yes	
Process re-design assistance can be provided upon request.	Yes-may recommend a 3 rd party implementation specialist	Yes-highly exp in bus process realignmt	Yes	Yes	Yes	
The vendor has significant functional and technical knowledge and experience supporting the following Oracle Enterprise One (JD Edwards OneWorld 8.11, SP1) modules, which the City currently has in live operation.	Yes-all	Yes-all incl 8.11,SP1	Yes	Yes		
• General Ledger	Yes	Yes,incl adv cost	Yes	Yes	Yes	
• Budgeting	Yes	Yes, incld position budgeting	Yes	Yes	Yes	
• Accounts Payable	Yes, incld US 1099 updates	Yes	Yes	Yes	Yes	
• Accounts Receivable	Yes	Yes	Yes	Yes	Yes	
• Fixed Assets	Yes, incld US dept updates	Yes	Yes	Yes	Yes	
• Procurement	Yes	Yes, Req self-serv, supplier self-serv & oper sourcing	Yes	Yes	Yes	

Services/Support	Rimini Street	Leverage Consult	Fujitsu America	TST Consult	AMX Internat	Dechen Consult
• Work Orders	Yes	Yes	Yes	Yes	Yes	
• Inventory	Yes	Yes	Yes	Yes	Yes	
• Human Resources	Yes, incl regs updates	Yes, benef admin, pos cont, comp, perf mgmt	Yes/S- Depends on availabili ty of Fujitsu's HR/PR resources	Yes	Yes	
• Payroll	Yes, incl regs updates- City must maintain sub to Vertex	Yes, incl time & labor	Yes/S- Depends on availabili ty of Fujitsu's HR/PR resources	Yes	Yes	
• Financial Report Writer	Yes	Yes	Yes	Yes	Yes	
• Enterprise Report Writer	Yes	Yes, also B1 Publisher	Yes	Yes	Yes	
• Foundation Environment (Security, Menus, Address Book, Reporting, etc)	Yes	Yes	Yes	Yes	Yes	
• One World Toolset	Yes	Yes through tools release 8.98	Yes	Yes	Yes	
Have you worked with Optio (report writing) Software in relationship to Oracle Enterprise One (JD Edwards OneWorld 8.11, SP1) modules	Yes	Yes	Yes/S- Fujitsu's tech resources or subcontra cted	Yes	Yes	
The vendor has significant functional and technical knowledge and experience supporting the following Oracle Enterprise One (JD Edwards OneWorld 8.11, SP1) modules, which the City has licensed but not yet fully implemented.	Yes	Yes	Yes	Yes		

Services/Support	Rimini Street	Leverage Consult	Fujitsu America	TST Consult	AMX Internat	Dechen Consult
<ul style="list-style-type: none"> Human Resources self-service module 	Yes	Yes	Yes/S- Depends on availability of Fujitsu's HR/PR resources	Yes	Yes	
Ability to support release 8.11 on the above modules	Yes	Yes	Yes	Yes	Yes	
The vendor will assess the City's functional and technical "workarounds" and make recommendations how/which "workarounds" can be eliminated.	Yes-consulting labor	Yes-assess all workarounds	Yes	C-documentation & functional expert to define workarounds, training, doc process	Yes	
Vendor has in-depth experience supporting Benefits Administration for local government clients.	Yes	Yes	Yes/S- Depends on availability of Fujitsu's HR/PR resources	Yes	Yes	
Vendor will provide functional and technical documentation in an electronic format for all application modules, integrations, interfaces, modifications and development work performed on behalf of the City. User manuals will be updated accordingly. All terminology used, data field descriptions established and code and business processes modeled will be documented by the vendor in simple to understand language.	Yes-both support & consult. projects	Yes	Yes/No-except per Support agreement, cannot directly supply Oracle copyrighted documentation or materials	Yes	Yes	

Services/Support	Rimini Street	Leverage Consult	Fujitsu America	TST Consult	AMX Internat	Dechen Consult
Do you have a methodology that incorporates analysis, design, development, testing, quality assurance and deployment and change order management.	Yes	Yes-Emerge methodology	Yes, Macroscopic Methodology	Yes	Yes	
Vendor will provide relational data base design services for customizations, interfaces and integrations as needed	Yes, consult labor	Yes	Yes	Yes	Yes	
Estimates of costs and timing will be provided to the City/approved by the City before commencement of any work by the vendor	Yes, consult labor	Yes	Yes-standard activity	C-approve ests,priorities, bus reqs.	Yes	
Vendor will monitor progress against the agreed implementation schedule and budget. Vendor will report any potential issues with meeting the completion dates, budgets and deliverables.	Yes	Yes	Yes-standard activity	Yes	Yes	
Vendor will provide written progress/performance reports to the City when City's project manager deems appropriate.	Yes-as agreed w/ City	Yes-wkly status reports	Yes-standard activity	Yes	Yes	
Continuity of the Vendor's project team is considered by the City to be a critical component to a successful, long-term support strategy. As such, the vendor agrees to assign team members without replacement/reassignment unless requested by the City. Should vendor staff terminate employment with the vendor, vendor will notify the City in advance of vendor staff departure.	No, wk to maintain support team, rarely need to change staff	Yes-assigned team	Yes	Yes	Yes	
Vendor will correct or revise any errors, oversights, omissions, etc., identified by either party caused by the vendor at no additional cost to the City.	Yes, warranty terms in agmt	Yes,excls omissions in reqs or incorrect definition by City	NA-to be developed & agreed upon bet City & Fujitsu	Yes	Yes/C-will provide quality wk, if issues caused by AMX,will rectify at no cost	

Services/Support	Rimini Street	Leverage Consult	Fujitsu America	TST Consult	AMX Internat	Dechen Consult
City reserves the right to evaluate sufficiency of all services provided and withhold payment/require re-work until quality is considered sufficient	Yes, warranty terms in agmt	Yes	NA-to be developed & agreed upon bet City & Fujitsu	C-issues/resolutions; status mtgs	Yes/C-escalation process to discuss concerns & adjustments	
Vendor has a toll free support line	Yes, 24/7	Yes	Yes	Yes	Yes	
Vendor has the capability to remotely access the installed applications to perform diagnostics, installation, research or assist in problem resolution. Security procedures of the City must be adhered to by the vendor	Yes, Security Dept will wk w/City-on-boarding process	Yes	Yes	C-security, access tools, tech client support	Yes	
The vendor will assist with production problem resolution and functional application support for end-users as needed. The vendor will response to inquiries from the City for the following tiers of criticality and resolved issues in the timeframes indicated. (Issues identified by both parties as “complex” will be allowed additional time to be resolved.	Yes, support agmt	Yes, mutual agmt to service level/min response time	No-not bidding on Part 1, unless assesses RH reqs.	C-guidelines, procedures, issues, supporting details	Yes/C-Part II and Part III	
<ul style="list-style-type: none"> Tier 1: Business operations threatened. Respond with 15 minutes. Resolve same day 	No – 30 minutes	Yes, per nego agmt-typically payrl & bus cont. issues	No-not bidding on Part 1, unless assesses RH reqs	C-problem definition supporting docs, expert end user	Yes/C-Part II and Part III	
<ul style="list-style-type: none"> Tier 2: Normal operations affected. Respond within 4 hours. Resolve within three business days 	Yes-4 bus hrs	Yes, per nego agmt	No-not bidding on Part 1, unless assesses RH reqs	C-problem definition supporting docs, expert end user	Yes/C-Part II and Part III	

Services/Support	Rimini Street	Leverage Consult	Fujitsu America	TST Consult	AMX Internat	Dechen Consult
<ul style="list-style-type: none"> Tier 3: Enhancement/other. Respond within two business days. Resolve within mutually agreed upon schedule 	No-8 bus hrs	Yes, per nego agmt	No-not bidding on Part 1, unless assesses RH reqs	C- problem definition supportin g docs, expert end user	Yes/C- Part II and Part III	
City reserves the right to escalate a Tier 2 issue to Tier 1 status as dictated by the situation or delay in resolution	Yes-client controls	Yes-per City-determine price impact	No-not bidding on Part 1, unless assesses RH reqs	C- problem definition supportin g docs, expert end user	Yes/C- Part II and Part III	
The vendor will prioritize issues, communicate with the City regularly regarding resolution status, and maintain a formal, on-line issues log	Yes-support agmt	Yes-stand on-line issues log	Yes	C-status mtgs/issu es log	Yes	
The vendor will work with the City to identify the appropriate City and vendor staff members to resolve issues	Yes	Yes, partnershi p	Yes	C- mtgs, wk sessions	Yes	
Issues will be deemed as formally accepted only after passing formal acceptance by the City, or when used in live <u>non</u> -paralleled operation	Yes-close case w/ City OK	Yes, formal accept procedure	Yes	C-eval & sign off issues	Yes	
The vendor will perform, as needed remote data base administration and development/programming services	Yes-consult labor	Yes	Yes	Yes	Yes	
On-site assistance will be provided when requested	Yes-City pays travel & living expenses	Yes-travel billed at actual cost	Yes-travel expense billed as added expense	Yes	Yes	
Review regulatory changes – and update Oracle Enterprise One (JD Edwards OneWorld 8.11, SP1) system accordingly – for 1099 and fixed assets depreciation	Yes, included	Yes, analysis on City direction	No-not bidding on Part 1, unless assesses RH reqs	C-test & sign-off changes, approval to promote	No-pertains to Part I	

Services/Support	Rimini Street	Leverage Consult	Fujitsu America	TST Consult	AMX Internat	Dechen Consult
Review regulatory changes – and update Oracle Enterprise One (JD Edwards OneWorld 8.11, SP1) system according to required time tables – for tax updates/changes in taxation methods, W-2 forms/reporting requirements and governmental employee reporting	Yes, City maintains Vertex subscription	Yes, analysis on City direction	No-not bidding on Part 1, unless assesses RH reqs	No	No-pertains to Part I	
Support Program/CNC Technical						
Vendor provides full support coverage for all City of Rochester Hills applications including client-developed customizations	Yes	Yes	C-input needed for City on customizations reqs.	Sub	Yes	
Vendor to provide primary senior support engineer and team to the City	Yes	Yes	Yes	Sub	Yes- Part II and Part III	
Senior engineers available for emergency service requests 24/7/365, including holidays and weekends	Yes	Yes	Yes	Sub	No- Part II and Part III	
During standard business hours (8:00 a.m. to 5:00 p.m. EST) vendor to provide live call answering	Yes, target is 90% live call answer during bus hrs	Yes, calls forwarded to appropriate consultant	Yes	Sub		
If vendor is not able to answer a call live for City of Rochester Hills representative during normal business hours, or if after hours emergency support is requested, vendor guarantees a senior engineer will respond 24/7/365 in 30 minutes or less.	Yes, support agmt	Yes, per nego agmt	Yes/No-one hr or less during non-standard bus hrs.	Sub	Yes	
Vendor will provide application fixes for serious issues discovered by the City of Rochester Hills in Oracle Enterprise One (JD Edwards OneWorld 8.11, SP1) applications	Yes, support agmt	Yes, only by qualified consultant	Yes	Yes	No – Part II and Part III	
Vendor will provide support for all Oracle Enterprise One (JD Edwards OneWorld 8.11, SP1) Tools releases and path support	Yes, support agmt	Yes, only by qualified consultant	Yes	Sub	No – Part II and Part III	

Services/Support	Rimini Street	Leverage Consult	Fujitsu America	TST Consult	AMX Internat	Dechen Consult
If City of Rochester Hills elects to upgrade its Oracle Enterprise One (JD Edwards OneWorld 8.11, SP1) release, vendor will provide support for the associated Oracle Enterprise One (JD Edwards OneWorld 8.11, SP1) upgrade scripts and create fixes to the Oracle Enterprise One (JD Edwards OneWorld 8.11, SP1)-delivered upgrade scripts as necessary for proper operation	Yes-support agmt	Yes, qual to perform upgrades & retrofit modifications	Upgrade project handled as a separate project	C	Yes-billed in accordance with support chart	
Ability to terminate agreement with 30 days notice with no penalties	Yes-support agmt	Yes. City to pay for all services through final termination date	Yes	C-documentation & sign off	Yes	