

CNC Support Services
Request for Proposal: Questions & Responses

February 8, 2010

- 1. In the opening statement of the RFP you state that you are seeking a proposal for “Backup CNC services as well as JDE application support for a period of three (2) years. “ Please clarify if this proposal is for three years or two years.**

It is two (2) years with an option to renew an additional year.

- 2. In section III, A, 6 In the RFP you references CNC services as well as JDE services support? Are you referring to CNC services or Application support? In either case, can you clarify with more specificity what you are referring to as the project?**

Projects in general. Please describe your techniques, approaches, and methods to be used in completing a project; describe your project management methodology.

- 3. In section III,A,7 you ask for descriptions and chronology for completing the categories listed under the Statement of Work. Our understanding is that the services requested in the stated categories are ongoing services provided throughout the relationship (Category A, B); as well as periodic project-related consulting assistance as needed (Category C-E). Could you please clarify what is meant by "typical chronology for completing" and "typical time lines" for these different categories of services?**

Section III, A, 3 asks for descriptions of similar projects (e.g., implementing a new JDE function for a customer). This is asking for a sample of a typical timeline.

- 4. Do you anticipate any onsite services during the term of the contract? If yes, please describe in detail if possible.**

Generally no. If we are requesting a quote for an implementation of new functionality, it may be best to meet face to face. We will include our travel policy on the contract that we would request you follow.

5. What is the anticipated start and end date for the contract term?

Start date at contract signing to be in effect two years from that time with an option to renew an additional year.

6. Does the State Bar expect specific JDEdwards related projects that they know they want to accomplish in certain time frames, for the vendor to perform? If yes, can you provide details?

No specific projects have been defined yet.

7. Section II.A. The RFP states “Quote should include support for all current and future environments.” Do you expect future environments, and if yes, how many and what are they?

We do not have any definite plans for a future environment.

8. Does the State Bar expect to perform a system upgrade in the next few years, and if yes, approximately when?

Our policy is to be at current or one revision back of the software each year.

9. What company(s) performed your 8.12 upgrade, or was it done internally?

Oracle consulting assisted us with the move to 8.12; it was a combination of internal and external support.

10. Section III.3.A. describes the cost proposal due in Attachment A. Is this only to be sent via email to Andrew Conover, or should it also be included in the hard copies that we submit?

Please also include it in the hard copies.

11. What one off release of 8.98 is the State Bar of California currently running? For example is it 8.98.0.4, 8.98.1.4, 8.98.2.0, etc.

8.98.1.0

12. “Currently running the Baseline update for 2009 as of November.” Can you please clarify this does this mean this mean that you have installed Update 2 or Update 3.

Baseline Update 3

13. Is the State Bar running Websphere or OAS for their web server? It is mentioned that you have two web servers. Does this mean that they are load balanced or just Prod and Test are separated?

OAS 10.1.3.1.0 Prod and test, no load balance

14. Can you please specify what are the 2 instances of database. Does this mean you have a clustered SQL server instance and your Production and Test on separate hardware?

We run two instances of SQL, Production SQL instance and server, Second instance is on test server with the following databases: Pristine (PS), Development (DV), Prototype (PY). We will include a network diagram for EnterpriseOne.

15. Do you have an estimate on support hours you would need weekly, monthly?

We are looking to the vendor to provide typical support activities.

16. Is there a pre-determined schedule for proactive maintenance that you can provide?

We are looking to the vendor to provide typical proactive maintenance activities.

17. What has been the volume or past need for application consulting?

We have had two to three engagements that lasted several months each, but each need for application consulting will be treated separately with its own estimate.