



# 15-2020 ADDENDUM 4

## PEOPLESOFT SUPPORT

### **URGENT**

**PLEASE FORWARD THIS DOCUMENT TO WHOEVER IS IN POSSESSION OF THE REQUEST FOR PROPOSAL**

ISSUED: Feb 28, 2020  
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**THIS ADDENDUM SHALL BE INCORPORATED INTO THE REQUEST FOR PROPOSAL AND SHALL FORM A PART OF THE CONTRACT DOCUMENTS**

Template Version: Ar20160708

**Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Request for Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 10 of Form A: Proposal may render your Proposal non-responsive.**

### **PART B – BIDDING PROCEDURES**

Revise: B2.1 to read:

B2.1 The Submission Deadline is 12:00 noon Winnipeg time, March 11, 2020.

Revise: B24.1 to read:

B24.1 Award of the Contract shall be based on the following evaluation criteria:

- (a) compliance by the Proponent with the requirements of the Request for Proposal or acceptable deviation therefrom: (pass/fail)
- (b) qualifications of the Proponent and the Subcontractors, if any, pursuant to B18: (pass/fail)
- (c) Total Bid Price; (Section B) 10%
- (d) Experience of Proponent and Subcontractor; (Section C) 20%
- (e) PeopleSoft Support Requirements; (Section D) 35%
- (f) Experience of Key Personnel; (Section E) 20%
- (g) Transition Project Understanding and Methodology; (Section F) 5%
- (h) Transition Project Schedule; (Section G) 5%
- (i) Value Added Services. (Section H) 5%

## QUESTIONS AND ANSWERS

Q1: Can the City provide the following:

(a) 2-3 years' worth of Service Request history with Oracle

A1a: A summary of the last three years

Year	Number of tickets
2019	43
2018	40
2017	47

a. A listing of all products/modules (What's deployed and what's not deployed?)

A1b: See Addendum 2, A 6.

b. A complete set of your current Oracle renewals

A1c: The City cannot share previous renewals, but can provide an estimate of the current year renewal: \$1,120,000

Q2: What is the planned award date / timeline for the contract?

A2: The City intends to award by June 19, 2020.

Q3: How many production and non-production servers does the City utilize for PeopleSoft – either Virtual Machines (VMs) or Dedicated Servers running an Application Server or running Java Virtual Machines (JRM) and/or Java Runtime Environments (JVM)?

A3: The City has 16 servers in total. This includes production and non-production servers.

Q4: Is the Managed service provider responsible for:

- Hardware support
- Operating System Support
- Oracle Database support
- Hardware Firmware patching
- Operating System Patching
- Database Patching

A4: See the answers below in bold

- Hardware support  
**No**
- Operating System Support  
**Not to support the operating system. But ensure that the PeopleSoft applications will run on a supported operating system.**
- Oracle Database support  
**Not to support the Database server. But the managed service will support any object in the database required for proper functioning of the PeopleSoft applications.**

- Hardware Firmware patching  
**No. But the managed service provider will ensure that the PeopleSoft applications function with current and future Hardware Firmware patches.**
- Operating System Patching  
**No. But the managed service provider will ensure that the PeopleSoft applications function with current and future Operating System patches.**
- Database Patching  
**No. But the managed service provider will ensure that the PeopleSoft applications function with current and future Database patches.**

Q5: Is there hardware virtualization implemented? If so, What virtualization technology is in place? Is the Managed service provider expected to manage this?

A5: The Managed service provider will not be expected to support our virtualized environment.

Q6: What is the age of the network and firewall technology? Are there any plans in place to modify the current configuration?

A6: Our network and firewall technology changes as required by our security and network requirements.

Q7: How many non-production environments exist?

A7: The City has 24 non-production environments across all applications.

Q8: How many PUM image instances are available online?

A8: The City has four PUM instances available.

Q9: Are there plans for any PeopleTools upgrades or updates?

A9: The City is implementing a project to upgrade our PeopleTools to 8.58. The City will continue to update PeopleTools to the most current licensed version.

Q10: Are there any open issues that require PeopleTools patches or fixes?

A10: No.

Q11: Has PeopleSoft Performance Monitor been implemented?

A11: No.

Q12: Has Winnipeg developed and PTF automated Test scripts? If so, when were they last utilized? Is the Managed service provider expected to maintain the test scripts in any way?

A12: The City of Winnipeg has started preliminary development of PTF automated test scripts. The Managed service provider will not be expected to maintain the test scripts.

Q13: Are there any existing batch performance issues that need to be addressed?

A13: No.

Q14: What image Levels are in production for HCM and Financials?

A14: We are currently on PUM 25 for HCM and PUM 27 for Financials.

Q15: Can the 50 tickets opened in 2019 be split between Financials, HCM and EPM?

A15: An estimate breakdown percentage of our tickets are:

Financials	10%
HR	40%
EPM	5%
Technical	45%

Q16: What is your experience with the weighting of support between functional? For example of the 50 tickets opened in 2019, how many were functional and how many were technical?

A16: The ticket distribution is about 50% functional/ 50% technical.

Q17: Is there a long term plan to replace PeopleSoft Budgeting with a new solution?

A17: PeopleSoft EPM has been identified as an application that is a good candidate to be migrated to a new solution, but there is no project planned currently to replace it.

Q18: Is there an opportunity for the managed service team to engage in PeopleSoft Development project.

A18: The City does not currently have the need for the managed service team to be engaged in PeopleSoft development projects.