



## ADDENDUM

Date: **March 24, 2023**  
Subject: **Production Support and Associated Services for Oracle Cloud Enterprise Resource Planning and Oracle Applications**  
RFP Number: **20220912**  
Due Date/Time: **April 11, 2023, 12:00 p.m. ET**  
Addendum Number: **1**

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To All Offerors:

A solicitation "Addendum" is defined by the Commonwealth of Pennsylvania as an addition to or amendment of the original terms, conditions, specifications, or instructions of a procurement solicitation (e.g., Request for Proposals or Request for Quotations).

*List any and all changes:*

- Attached are questions received as of 12:00PM, March 17, 2023, along with the PLCB's responses.
- Revised Appendix F, Cost Submittal.

For an Offeror's proposal to be considered, the Offeror must:

- Contact Issuing Officer Josh Greene identifying an email address to be granted access to upload files to a OneDrive folder established by the PLCB.
- After being granted access to the OneDrive folder, the Offeror must upload a single copy of each of two separate electronic files (the technical proposal and the cost proposal) by 12:00 PM ET on April 11, 2023.
- All proposals must be properly signed, per the [signature requirements of the Pennsylvania Procurement Handbook](#).

Except as clarified and amended by this Addendum, the terms, conditions, specifications, and instructions of the solicitation and any previous solicitation addenda, remain as originally written.

Respectfully,

Name: **Joshua D. Greene**  
Title: Issuing Officer  
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**PRODUCTION SUPPORT AND ASSOCIATED SERVICES FOR ORACLE CLOUD  
ENTERPRISE RESOURCE PLANNING AND ORACLE APPLICATIONS  
PLCB RFP# 20220912**

**Questions and Answers**

**Q1. Can some of the support resources be located in India?**

A1. According to RFP Section I-26, resources outside the continental United States and Hawaii may not access production servers, environments, or data, per [ITP-SEC000 – Information Security Policy \(pa.gov\)](#). Offerors must provide information about the roles and location of all resources proposed for work under this RFP.

**Q2. Are there any RFP meetings or just the email Q&A?**

A2. No, there will not be any pre-proposal conference or RFP meetings. Only the Questions and Answers period as described in RFP Section I-7.

**Q3. Is there a way to specifically present ourselves as a Sub supporting a Primary?**

A3. According to RFP Section III-2.E., Primary contractors should provide a subcontracting plan for all subcontractors, including DDB subcontractors, who will contribute to the performance of the Services described in the RFP.

**Q4. What are the work timings or main support hours (EST)?**

A4. Most work will naturally occur during normal business hours, 8:00am to 5:00pm ET, Monday through Friday. Please reference RFP Section I-3.B. of the RFP.

**Q5. Do you need people working in multiple shifts 24/7?**

A5. No, there will not be a need for people working in multiple shifts 24/7. Please reference RFP Section I-3.B.

**Q6. If the number of hours is beyond 40, is overtime allowed? If yes, what will be the rate?**

A6. According to RFP Section I-3.B., all hours are paid at straight time, and all work over forty hours per week, per person must be approved in advance in writing by the PLCB project Manager.

**Q7. Page 7, I-20 Term of Contract: This section states that the total contract term is 24 months, 6 months base contract term plus 18 months option. The cost submittal requires input of cost for initial contract period (6 months) and 8 option renewal quarters or 24 months for a total of 30 months. Please clarify whether the initial contract period plus option quarters is a total of 24 or 30 months?**

A7. According to RFP Section I-20., The term of the contract will commence on the Effective Date and will end after 6 months. The PLCB, at its sole option, may renew the contract for up to an additional 18 months, which may be exercised in a single or multiple quarterly increments, in whole or in part. There was a typo in Appendix F, Cost Submittal that incorrectly stated, "Third thru Eight Renewal Quarters (each quarter is optional)". This has been corrected and Appendix F, Cost Submittal has been updated accordingly in the solicitation on the DGS eMarketplace website.

**Q8. Appendix J – Visio R2 Architecture Diagram: Our assumption is that all technologies listed on the Appendix J – Visio R2 Architecture Diagram are to be supported by the Offeror, please confirm.**

A8. The objective of this RFP is to provide production support, maintenance, and enhancement consulting and associated services for the PLCB's Oracle Cloud ERP applications. PLCB will be performing some relevant work with its current IT staff. The RFP outlines the positions and skill sets the PLCB is seeking. From time to time, the PLCB may request that Contractor provide additional, alternative, or modified Services that will be defined more specifically at the time of request. To the extent additional terms are needed to perform such Services, the Parties will use best efforts to define those terms and document them in a Change Order or via an Amendment to this Contract, as necessary. Please reference RFP Section V.C.

**Q9. Appendix J – Visio R2 Architecture Diagram: Are other technologies not depicted in Appendix J, such as Oracle Autonomous Data Warehouse (ADW), in scope for the production support services?**

A9. Autonomous Data Warehouse (ADW) is not in scope at this time. Please see the answer to Question 8.

**Q10. Appendix I – Rice Objects: This appendix does not appear to contain any report objects. Does PLCB expect reports to be supported by the awardee?**

A10. The PLCB does not anticipate needing support with reporting at this time. The selected Offeror may be asked to provide queries for detailed information for where the data resides in the ERP, Retail or OCC cloud.

**Q11. I-10 Proposal Requirements: This section requires the offeror to submit the response in a Microsoft Office compatible format or in excel for spreadsheets. Will PDF be an acceptable document format for non-spreadsheet response documents? If not, can we submit the “redacted” version of our response, both non-spreadsheet and spreadsheet documents, in PDF format with appropriate redaction?**

A11. PDF format is not an acceptable document format for non-spreadsheet response documents. However, PDF format is acceptable for the “redacted” version of the Offeror's response for both non-spreadsheet and spreadsheet documents. Please reference RFP Section I-10.A.

**Q12. For purposes of RFP II-3 (Financial Capability), we recognize the importance and need of the PLCB to confirm the awardee has the financial capability to perform the services and in so doing, PLCB should have full discretion to determine what information it needs to make that determination. To that end, we appreciate the PLCB recognizes that not all offerors will have audited financials (and are not required to), and thus request PLCB modify Section III-3 as set out below. The requested change enhances PLCB's discretion and helps avoid any scenario where a vendor could be excluded notwithstanding it is able to demonstrate financial capability but does not have or produce certain specific items.**

**III-3. Financial Capability.** Describe your company's financial stability and economic capability to perform the contract requirements. **Supporting information may include** Provide your company's financial statements (audited, if available) for the past three fiscal years **and may** - ~~Financial statements must~~ include the company's Balance Sheet and Income Statement or Profit/Loss Statements. Also include a Dun & Bradstreet comprehensive report, if available. If your company is a publicly traded company, please provide a link to your financial records on

your company website in lieu of providing hardcopies. The Commonwealth reserves the right to request additional information it deems necessary to evaluate an Offeror's financial capability.

A12. According to RFP Section II-5.B., an Offeror's failure or refusal to provide adequately informative financial information despite the protections of the Pennsylvania Right to Know Law may adversely impact the evaluation committee's technical score and/or Issuing Officer's determination of that Offeror's financial responsibility. Specific documents are recommended; alternative materials may be offered to substantiate financial capability. Where the specifically identified documents exist, however, their submission is expected as part of the Offeror's proposal.

#### **General Requests for Clarification**

##### **Q13. What are the anticipated release schedules?**

A13. Release 1 is currently in production. Release 2 is expected to be released July 2, 2023. Patch release schedules are varied for each Oracle application. Please reference RFP Section III-4.B.

##### **Q14. Please provide a detailed explanation of how PLCB has derived the hours per resource provided in Appendix F – Cost Submittal.**

A14. The 'Estimated Hours' were based on a 40-hour work week. The 'Initial Contract Period and First and Second Renewal Quarters' would equal 40 hours per week for 52 weeks which would be an estimation of 2,080 hours. There was a typo in Appendix F, Cost Submittal that incorrectly stated, "Third thru Eight Renewal Quarters (each quarter is optional)". This has been corrected to state "Third thru Sixth Renewal Quarters (each quarter is optional) which would also equal 2,080 hours. Appendix F, Cost Submittal has been updated accordingly in the solicitation on the DGS eMarketplace website.

##### **Q15. Is the PROD AMS support on a 24x7 basis? If not and only expected during business hours (M-F), what are the expectations during weekends and holidays?**

A15. We are assuming you are asking about the services under this RFP. Please reference RFP Section 1-3.B.

#### **Appendix F – Cost Estimate**

##### **Q16. Please provide the exact timeframe for the "Initial Contract Period".**

A16. Please see the answer to Question 7.

#### **Appendix I—Rice Objects**

##### **Q17. Is the RICE objects list provided in the RFP complete or will there be more before the proposed Go Live?**

A17. The PLCB will provide an updated RICE objects list to the selected Offeror during the negotiation process. The few anticipated additions and/or changes will not significantly impact Offerors proposals at this time.

##### **Q18. With more than 200+ RICE objects to support as well as future enhancements and development is PLCB anticipating more than the initial five (5) roles?**

A18. Current PLCB IT staff will also be working to support the various clouds and their architecture. Please reference RFP Section 1-4 and III-5.A.

**Q19. What is the volume of transactions for each release?**

A19. This question is unclear and not relevant. The Offeror is not being asked to implement Release 1, 2, 3, or 4.

**Q20. What is the anticipated transition period before the SLAs are in full effect?**

A20. A one-to-two-month transition is planned between the system integrator and the selected Offeror.

**Q21. Will the PMO and associated Project Management be the responsibility of PLCB or the successful Offeror?**

A21. The PLCB will retain management of the assignments to assign to the selected Offeror's team. There will be one point of contact from the PLCB and there should be one point of contact from the selected Offeror.

**Q22. What is the anticipated go-live date?**

A22. Please see the answer to question 13.

**Q23. Please provide the estimated budget for the requested AMS services.**

A23. The budget for the Oracle AMS Services is not relevant to this RFP nor will the PLCB reveal its overall budget for this RFP.

**Q24. Will the requested support services include data conversion needs from legacy systems?**

A24. The selected Offeror may be asked for assistance with some data conversions for the future Release 3 and 4.

**Q25. Is this implementation a private cloud or public cloud?**

A25. This question is not relevant to this RFP.

**Appendix L – Oracle ERP Position Support Matrix**

**Q26. Who will be supporting the patches and upgrades for the Oracle Cloud System?**

A26. The PLCB maintains its own IT Staff. The selected Offeror will be assigned certain work by the PLCB IT staff in analyzing, and testing patches with regard to the ERP, OCC, and Retail Clouds. The Retail cloud for the RFP purposes includes (SACS, IMCS, PCS, MFCS and RDFCS).

**Q27. What is the current SLA levels? Do these vary by severity of the incident?**

A27. It is noted that initial call back should be within 30 mins of an emergency situation. Please reference RFP Section I-3.B. Liquidated damages may also be assessed for deadline overruns, per Section 53 of Part V, Contract Terms and Conditions.

**Q28. What is the average number of support incidents, over the last 3 months? Can we get this information by application and severity of incidents?**

A28. This contract is to support Release 2 which is anticipated to go-live July 2, 2023. The systems integrator has been contracted to assist in supporting the applications for a short period of time after go-live. Because Release 2 is not live we do not know at this time what the volume of issues will be.

**Q29. How many SRs are currently open with Oracle related to support incidents?**

A29. Please see the answer to question 28.

**Q30. Is it possible to get one of the latest incident status report, to evaluate the quality of incidents that will need to be addressed by the support team?**

A30. Since the applications are not live, any data related to current incidents would not be relevant.

**Q31. Are there any integration issues between Retail Cloud services? E.g. Missing Items, Missing or incorrect prices or inventory?**

A31. Since the applications are not live, this question can not be fully answered. The systems integrator will be assisting with support for a short period of time after go-live. Any inventory or integration issues should be worked out during that period of time. There may be an integration issue found during the scope of this proposed contract where the Offeror might be asked to assist in researching and remediating.

**Q32. Is the support team expected to provide support with the nightly batch jobs?**

A32. The selected Offeror may be expected to provide support with the nightly batch jobs. The PLCB maintains a staff of computer operators who will be monitoring the various batch schedulers and jobs. If there is an issue with a batch job, instructions will be followed as per the runbook for that job. PLCB resources would be called first before engaging an Offeror's resource.

**Q33. What is the duration of the nightly batch jobs in the Retail Cloud Service?**

A33. Since Release 2 is not currently live, this question cannot be answered at this time. Please see the answer to question 13.

**Q34. Are there any customizations or extensions in place for Retail Cloud services?**

A34. Please reference Appendix I, RICE Objects.

**Q35. Are the majority of support incidents related to base product or customizations/extensions?**

A35. Since Release 2 is not currently live, this question cannot be answered at this time. Please see the answer to question 13.

**Q36. What are the types and level of documentation available for any customizations/extensions or custom integrations built?**

A36. There are design documents, technical specs, testing documentation, runbooks, configuration documentation, knowledge transfer, and training documentation that will be available to the selected Offeror.

**Q37. Do you have any statistical information that you can share that highlights volume of activity and transactions?**

A37. We have evaluated our support needs based upon the design of the new system and the transaction level anticipated.

**Q38. Are there any performance issues with any User interfaces in the Retail Cloud Service?**

A38. Performance testing has been performed on the OCC cloud interface based upon anticipated volume. The response times were within an acceptable range.

**Q39. Will the support team have direct access to the Production systems, including data and applications?**

A39. The support team will be limited to inquiry and query access and will not be able to change any data. Greater access will be available in non-production systems.

**Q40. Are there any monitoring systems in place to proactively support the environments? (performance, network, outage)? Would we have the ability to update, edit or add monitoring features to the cloud environment? Is there notification capability from monitoring tools?**

A40. Yes, there are monitoring systems in place to proactively support the environments. Yes, the selected Offeror will be able to work with the DBAs and to make recommendations to update the monitoring tools. Yes, there is notification capability from the monitoring tools.

**Q41. Is there any pre-prod environment that contains "production like" data for support team to troubleshoot issues?**

A41. Yes, the selected Offeror will have access to the testing environment that contains "production like" data for support team to troubleshoot issues.

**Q42. In which system are support incidents logged? Does this system send automated alert to the support team in case of urgent/emergency issues?**

A42. Incidents are logged in the Commonwealth ServiceNow application and automated alerts are sent to the appropriate support team.

**Q43. What is the code versioning tool in use at PLCB?**

A43. Microsoft DevOps is the code versioning tool in use at the PLCB.

**Q44. What is the size of the PLCB development/support team that is actively working with the vendors on support incidents?**

A44. Currently, there are 18 team members plus database support, networking support, and server support.

**Q45. Will the support team provide support services on non-production environments also?**

A45. Yes, the support team will provide support services on non-production environments also.

**Q46. Are there any major enhancements or upgrade planned in the near future?**

A46. As it pertains to Release 2, there are no other major enhancements or upgrades planned in the near future. However, please note RFP Section III-5.A. The PLCB always recommends Suppliers to monitor the DGS eMarketplace for all contract opportunities.