RFP No. 21-09-24001
Oracle eBiz Maintenance and Support Services

Release Date: January 8, 2021
Addendum No. 01

NOTE: THE BID DUE DATE HAS BEEN EXTENDED TO <u>JANUARY 25, 2021</u> AT 2:00 PM

Questions and Answers
Exhibit A: Attendance Sheet of Pre-Proposal Conference (Page 21)

Q1.   Are there any concerns with your current vendor?

R1.   JAA's contract term with the current support provider ends in the spring, and as such JAA is soliciting competition for this support agreement.

Q2.   What, if any, pain points are you experiencing currently with your EBS environment?

R2.   None explicitly

Q3.   Do you have any projects in your plan for 2021 (i.e. database upgrades, application upgrades, system upgrades, etc.)?

R3.   The current database will need to be upgraded prior to support expiration.

Q4.   What is your current DR solution?

R4.   Restore from back-up.

Q5.   Can you provide the date for when the current contract expires?

R5.   April 30, 2021

Q6.   Backups: Please confirm that you are referring to Oracle backups?   Since the infrastructure is on-prem, Apps Associates would not be responsible for server/OS backups (for other, similar customers, this is handled by internal software/admins).   But, we can assist the internal team and also help troubleshoot any issues.

R6.   JAA has a desire for the entire environment to be supported.   While JAA can do server level back-ups, the *preference* is that the successful respondent is able to do

them. The goal is avoid a scenario where a DR fails because of different, uncoordinated activities.

Q7.   Section 3.02 -> A -> 1r says "OVM support to include patching, as required. We would need additional detail specific to OVM support:
   a.   What version of OVM are they running
   b.   How many OVM clusters are there?
   c.   How many servers are in each cluster?
   d.   How many VM's are running in each cluster?
   e.   How many CPU cores and how much memory is in each OVM server?
   f.   How many Oracle DB's are running in the environment
          1.   Which ones are utilizing CPU pinning, which ones are not
   g.   What type of storage is being used? NFS? iSCSI?
   h.   What brand of storage is being used? Brand (Dell, Infinidat?)
          1.   Please confirm that JAA would be responsible for all storage and related storage infrastructure?
   i.   Is the network architecture redundant?

R7.   **a.   OVM 3.4.6.3.0 – upgrading to RHEL 7.8 now**
        b.   Two
        c.   Two, if by servers you mean physical blades.
        d.   Four
        e.   20 and 256GB
        f.   PROD Set (Two servers) 1- E-Business Suite Environment, NonPROD Set (Two servers) 3 E-Business Suite and 1 DR
        Role (1 server – Internal App and DB Tier, 1 server – External Tier in DMZ)
        1.   **CPU Pinned at OVM Level
        g.   iSCSI
        h.   Dell Compellent SAN. Yes, JAA IT is responsible for the storage infrastructure. The winning bidder would be responsible for the Linux operating system's ISCSI and MPIO configuration to that storage.
        1.   JAA will provide storage space required.
        i.   Yes

Q8.   How many total non-production environments will need to be supported?

R8.   **Development, Test and Sandbox**

Q9.   What tools are used for the backups noted in the Service Requirements section? Oracle RMAN or other? If other please specify.

R9.   **This is to be provided by the support organization.**

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Q10.   Can you please specify what type of Citrix support JAA is looking for?

R10.   Emergency production support for a system wide issue, or a Tier III question/problem from our Citrix admin.

Q11.   References: It would be unprofessional for us to provide a list of all EBS clients within the last 5 years. It would also be a potential violation of MSA, NDA and/or BAA agreements in place with those customers. We will provide the (3) references per the questionnaire but I would like to request that we limit references to those (3) until down selection and/or selection for Apps Associates. We would expect JAA to warrant that same type of discretion should Apps Associates earn your partnership.

R11.   JAA expects Respondents to adhere to all regulations and confidentiality agreements with existing customers. Respondents should include what reference information they are able to provide. We cannot limit the reference requirements at this time.

Q12.   On page 31 of the RFP there is a ticket summary for Functional Help. Do the numbers include enhancement type work or do the numbers reflect break-fix support only?

R12.   Both

Q13.   If the ticket summary is for break-fix only, is there an expectation that functional help will also cover application enhancement work?

R13.   Yes, both.

Q14.   Is there a recurring non-production environment refresh schedule? (e.g., weekly, monthly)

R14.   Test environment receives a clone on the first of each month – others as needed/requested.

Q15.   Does the DR environment database online and synchronized with Oracle Data Guard?

R15.   Not familiar with this.

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Q16.   Will there be technical resources available on site for interaction with system hardware if/when necessary?

R16.   JAA maintains server and network administrator staff.

Q17.   Please provide definition for "High Priority Tickets".

R17.   While JAA is open to some discussion on the exact definition and how it fits into your ticketing system, generally high priority tickets are those that are causing business disruption for more than a few of users, or an impending event that will cause significant disruption.

Q18.   While out of scope of this agreement, and minimal customizations exist, what is the process to modify the customizations if/when such changes are necessary?

R18.   All changes, whether customization, patch, etc. must go through JAA's Change Management process.

Q19.   What are you looking to achieve going forward that wasn't provided in your current contract?

R19.   As noted previously, JAA's current support contract is nearing completion and JAA is competing this opportunity. Please submit your best proposal to provide a high level of service, customer satisfaction, and environmental stability.

Q20.   Has JAA actually required higher or lower levels of support (and cost) than what was anticipated at the time the current contract was established?

R20.   The cost and support levels are governed by this bid opportunity and resulting contract.

Q21.   What are the tentative dates to announce the shortlisted vendors? And the tentative contract start date?

R21.   The proposals will likely be evaluated in February, and the tentative contract start date is May 1, 2021.

Q22.   Could you please share backlog of tickets if any.

R22.   Support information is included in the RFP document. Specific outstanding tickets will be discussed with the successful respondent as part of transition.

Q23.   Is JAA open to have offshore resource model in the support team?

R23.   JAA's strong preference is to have USA based support for primary systems support.

Q24.   Are there any tools used for patch management?

R24.   Vendor to provide, if necessary.

Q25.   Are there data masking mechanisms already present on the DEV, and TEST instances?

R25.   Not required

Q26.   Would you require L1 support? L1 - first level like helpdesk?

R26.   Yes to L1 support, but tickets will be submitted by a limited number of authorized JAA personnel. JAA is open to discussion about the mechanism for how these tickets and related issues get captured and prioritized. The key piece is that ALL Oracle support falls under the resulting contract.

Q27.   What would be the scope of coverage required over weekends?

R27.   JAA is a 24x7x365 organization, and we desire to have support over weekends.

Q28.   Is there a ticketing tool in place to capture and track the issues/bugs/enhancements? If Yes, please provide the name.

R28.   JAA is expecting the successful respondent to provide this tool.

Q29.   Are there Oracle middleware application that need support in the environment?

R29.   All related applications have been identified in the RFP.

Q30.   Are there any specific needs for month-end closing?

R30.   No

Q31.   Do we have business process documents available for the existing implementation, interfaces, including custom components?

R31.   List of interfaces and CEMLI were provided in the RFP.

Q32.   What is the version control tool being used for development objects and documentation?

R32.   JAA is expecting the successful respondent to provide this tool.

Q33.   Is there any pre-defined security policy available that needs to be followed by the vendor in-case of remote access to be provided for offshore support?

R33.   Access is preferred through Citrix. JAA will need to know where the remote support will be located.

Q34.   In the Alternate bid item, Can we bid only one of the listed items or it is mandatory that we required to bid all the items?

R34.   You may bid one, all, or none. These are alternate items that JAA has some interest in, but the purpose of the RFP is secure support for our Oracle environment.

Q35.   Which of the following option are acceptable?
- o   All resources to be available onsite in the JAA office
- o   Some resources onsite at JAA Office some might be at a remote location.
- o   All resources can work from a remote location.

R35.   Resources do not need to be on-site at JAA.

Q36.   Can we utilize the offshore model for the delivery support?

R36.   Please see response to Question 23.

Q37   If you allow remote support then we presume you will provide VPN access or is it going to be Citrix.

R37.   Citrix is the preferred method of access where practical.

Q38.   What is the expected frequency of Cloning and environment refreshes?

R38.   Please see response to Question 14.

Q39.   What kind of interfaces are there? Live or file-based?

R39.   The RFP document lists the interfaces in production at the time of writing.   Both types are in existence today.

Q40.   Do you look forward to having an enhancement in scope?

R40.   JAA will entertain information related to how your organization wishes to handle enhancements, but the scope of this RFP is not anticipated to change.

Q41.   Which is the current ticket management system?

R41.   Please see response to Question 28.

Q42.   Are you Open to use the vendor's ticket management solution?

R42.   Please see response to Question 28.

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Q43.   Does JAA have an existing DR site or vendor should create a new DR site?

R43.   JAA maintains an existing DR site.

Q44.   Is there is a list of recurring issues?

R44.   Please see response to Question 22.

Q45.   Is there is a stability issue with the current Oracle Environment?

R45.   Please see response to Question 22.

Q46.   We are committed to providing JAA with its best response to the RFP. In consideration of scheduled time off and prior personnel obligations during the holidays, will JAA extend the January 11 submission date by one week?

R46.   Yes, we are extending the due date until January 25, 2021 at 2:00 pm.

Q47.   Appendix 7 Draft Contract - There is no reference to limitation of liability, does JAA intend to include Limitation of Liability to the contract?

R47.   No

Q48.   Page 13, Section 2.04, Acknowledgement of Indemnification: Under the proposal form is acknowledgement of the indemnification clause simple acknowledgement of understanding or acceptance of the provision? Furthermore, will the respondent have the opportunity to negotiate the provision?

R48.   No

Q49.   Appendix 7 Draft Contract: Section 11 of the contract states that "The Authority may give the Contractor written notice that there is a material breach of the contract or a written notice to discontinue some or all services under the Contract...." We request that the

contractor have the ability to terminate should a material breach occur as a result of actions or conditions under the control of JAA.

R49. **JAA does not currently intend to revise the contract to incorporate the requested language.**

Q50.   Appendix 7 Draft Contract: We recommend inclusion of a confidentiality clause.

R50. **JAA does not currently intend to revise the contract to incorporate the requested clause, particularly to the extent such revisions would conflict with Florida Public Records Law.**

Q51.   Page 2, Section 1, subsection (g): "Ticket resolution time by ticket priority. As part of your submission please provide the number of tickets, min/max and average ticket resolution time by ticket priority. Data should be presented quarterly for the last 18 months.
Please clarify if the request is in reference to a respondent's entire Oracle practice or for representative subset of such sample data from a comparably sized customer or set of customers?

R51. **All**

Q52.   When will the current maintenance and support services contract end? What will be the transition period that JAA envisages should there be a change of the service provider? How will the smooth transition be ensured by JAA in terms of knowledge transition, documents, tickets, assets, artefacts, etc. full, partial and no overlap phase should lead into the steady state.

R52. **The current contract ends April 30th. JAA would envision the successful respondent to work with JAA and the current support provider to determine the migration plan.**

Q53.   Section 3 References: If the proposal is made a partnership or part of the work is subcontracted, can the references be provided from the partner or subcontractor? Can the references be from our global Oracle EBS customers?

R53. **References should be submitted from the Prime respondent.**

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Q54.   "3.01 General Overview: JAA owns and operates the Jacksonville Airport System which consists of the Jacksonville International Airport serving the commercial passenger and air cargo aviation needs of Northeast Florida and Southeast Georgia; Jacksonville Executive Airport at Craig, serving corporate and general aviation; Herlong Recreational Airport, serving the recreational and sport flyer; and Cecil Airport, ideally suited for major aircraft maintenance, repair and overhaul."

How many Legal Entities, Business Groups, Government Reporting Entities, Subsidiaries and Operating Units (OU) are configured. How many locations has Oracle Apps been implemented at?

R54.   JAA is a single entity with Oracle used at all four of its airports.

Q55.   3.02 Scope of Services - A 1,2,3, and 4: System Administration and Upgrades, Functional and Technical Support

Please confirm that there is no multi-language support and localizations.

R55.   Confirmed.

Q56.   3.02 Scope of Services - D Modules and Number of users
Is JAA responsible for any 3rd party inbound interfaces to Oracle EBS? For example Payroll to GL?

R56.   JAA is responsible for the "3rd party side" of the interface; However, the successful respondent should be prepared to verify the Oracle side of the interface and participate where necessary in resolution by providing Oracle technical requirements, error messages, or the like.

Q57.   "3.01 General Overview - JAA currently utilizes Oracle 12.2.8 to support core financial, procurement, and maintenance functions, hosted in JAA's data center."

What is the size and composition of the JAA IT team as it relates to the Oracle EBIZ applications and infrastructure?

R57.   JAA does not maintain staff to support the Oracle environment. JAA maintains server and network administrator staff that can handle hardware needs on-site, only.

Q58.   3.02 Scope of Services - A, B, C, D, E: What is the team size and scope of services from the current 3rd Party services provider? OS Support, Citrix Support appear to be additional scope items.

R58.   Please refer to the scope of the bid document, and submit your best proposal to provide a high level of service, customer satisfaction, and environmental stability.

Q59.   3.02 Scope of Services - A, B, C, D, E: What are the pain points (if any) with the current support provided?

R59.   Please see response to Question 22.

Q60.   3.02 Scope of Services - A, B, C, D, E: What is the remote connectivity solution being employed by the current services provider?

R60.   Please see response to Question 37.

Q61.   3.02 Scope of Services - A, B, C, D, E: What is your financial year? Can you share us the typical month end closing issues for the last 6 months? For example, reopening closed periods. Can you provide more information on;
• Responsibilities are used to open and close periods
• Business rules to reversing entries at the beginning of every period
• Documentation of the month end processes
• Reports that are run and reconciled at month end close

Q61.   October 1 begins our new fiscal year.
We haven't had many issues closing in the last 6 months. One issue we have had in the past is the purchasing accrual not working appropriately. It has happened a couple of times in probably a 5 year period. The cause was never determined.
We have programs set up as concurrent requests to process and post auto reversing JEs.
We have financial statements set up as a request set. There is also a request that we use to run the financial statements in excel format.
JAA General Ledger Super User is used to open and close GL Periods.
JAA Payables Super User is used to close AP.
JAA Purchasing Super User is used to close the Purchasing period and run the purchasing accrual. The purchasing accrual auto reverses after it is posted.
JAA Inventory Accounting is used to close Inventory.
JAA Asset Super User is used to Run Depreciation. Depreciation is a final process and cannot be undone once completed.
JAA Receivables Super User is used to close the AR period.
Projects/Grants SuperUser

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Processes: **Interface Expense Reports from Payables**
                            Interface Supplier Costs
                            Transaction Exception Details by GL Period
                            Generate Revenue Accounting Events
                            Create Accounting (Process Category Revenue)

One major issue we have is related to Grant revenue generating related to an AP invoice as it validates instead of when it pays. This is something we plan to work with support to determine a way to prevent this. Right now it causes issues and is a manual process.
Other responsibilities used are:
                            Cash Management Super User
                            Cash Management General User
                            General Ledger Super User
                            General Ledger Accounting Dept User
                            Collections Agent
                            Collections Admin

We run aging reports for AR and AP.
We use ADI uploads for JE upload and budget uploads. We constantly have issues with this.
We use Dunning letters and are having issues getting these delivered. As well as issues with contact updates interfacing from our billing system.
We also use Billing and Receipt History Reports
There are interfaces set up between the AR side of Oracle and the billing system.

Q62.   3.02 Scope of Services - A, B, C, D, E: What is the support delivery model anticipated by JAA? (Onsite delivery model/Offshore delivery model/Onsite Offshore delivery). What is the current model, and if there is a change in the model, please specify the objectives of the change?

R62.   Please see response to Question 23 and 35.

Q63.   3.02 Scope of Services - A, B, C, D, E: What is the anticipated support team model (Dedicated support/Shared Support/Time & Material) by JAA? What is the current model, and if there is a change in the model, please specify the objectives of the change?

R63.   Please refer to the scope of the bid document, and submit your best proposal to provide a high level of service, customer satisfaction, and environmental stability. However, please note that JAA is looking for a fixed-price agreement.

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Q64. 3.02 Scope of Services - A, B, C, D, E: Any training envisaged for IT and End users as part of the support scope? If yes, what are the training topics to be covered (technical or functional)

R64.   No

Q65. Appendix 2 - JAA Oracle EBS Tickets Summary: We understand that we need to propose the ticketing system. How does the JAA plan on migrating the existing tickets, ticket history, run-books and knowledge base to the proposed ticketing system.

R65.   JAA is open to discussion on this item, including the migration plan from the current provider to the successful respondent.

Q66. 3.02 Service Requirements A 1 - Database and Operating System Administration Services: Can you please confirm the database version – 12c mentioned in the pre-bid conference call.?

R66.   Yes, 12c.

Q67. 3.02 Service Requirements A 1 - Database and Operating System Administration Services: Apart from EBS, are any other applications sharing the existing database?

R67.   All related applications were provided in the RFP.

Q68. 3.02 Service Requirements A 1 - Database and Operating System Administration Services: Are you using DBLink utility to access data from and to Oracle databases and non-oracle databases? If yes, can you provide the details.

R68.   The only data access not specified in the RFP are some custom reports, which is out of scope of this bid.

Q69. "3.01 General Overview: This deployment is relatively mature and stable, with minimal customization. JAA uses workflow e-mail notifications and approvals, as well as maintains an external facing interface for iSupplier in a DMZ."

Can you please share the architecture, deployment topology, physical and logical server information, sizing, etc.? We understand that you are using iSupplier Portal, can you please elaborate on the architecture? Is SSO enabled? Are SSLs implemented? Please provide additional information in terms of Web Application Firewalls, DMZ environment, and OS Hardening and CIS guidelines.
What internet facing applications are present other than iSupplier Portal?

R69. **SSL is enabled. All versions of SSL/TLS prior to 1.2 should be disabled.**
SSO is not enabled.
There is no web application firewall.
The externally facing Oracle components are placed in a DMZ behind our firewall and communicate inside the company to the rest of the Oracle environment and outside the company through the firewall.
CIS Benchmarks should be used as a guideline for OS hardening wherever possible.

Q70.　Appendix 1 - Customizations and Extensions: Are the details on customizations (alerts, forms, procedures, reports, workflows, OAF) and extensions provided in Appendix a manually maintained list or tool assisted report? If it is manual, how up to date is it and is the list complete?

R70. **The CEMLI list was recently provided by the current support vendor.**

Q71.　Appendix 1 - Customizations and Extensions: Are MD-50 and MD-70 documents available on customizations and extensions?
Can you also provide BR-100 documents?
Are business processes re-engineered during the 12.2.8 upgrade? Do you have module specific business processes and configurations documented? List additional business processes and a description for each.

R71. **Business process were not re-engineered during the 12.2.8 upgrade. JAA does not have module specific business processes and configuration documentation. There are not MD-50, MD-70 or BR-100 documents available.**

Q72.　3.02 Scope of Services C- Environments Production: Is Production instance running on a Single Global Instance or Multiple Instances? How many instances are currently being used?

R72. **Single Instance**

Q73. 3.02 Scope of Services E Sizing - 248GB DB Tier:
Do you have a data retention policy? (Number of years of Historical data maintained in Oracle EBS).
Have you got an archiving and purging strategy in place?
What is the database growth percentage over a period of one month?
Is the database configured with Cluster Database?
Is the database configured with RAC?

R73. **JAA does not have a data retention policy for Oracle. The database is NOT configured with Cluster database. The database is NOT configured with RAC.**

Q74. 3.02 Scope of Services - Database support: Are there any monitoring tools such as OEM, etc. for network, database, and applications?

R74. **To be provided by vendor, if required.**

Q75. 3.02 Scope of Services - A, B – Services, Integrations: Apart from GL conversions, what other master data conversions need to be done? Any transactions conversions also needed in the scope?

R75. **JAA is not aware of any other required conversions.**

Q76. 3.02 Scope of Services A, B, C, D - Services, Environments, Modules, Integrations: Can you share your current EBS architecture diagram Landscape and current availability SLAs?? What is the size of each DB environment mentioned (Dev, test, prod, sandbox, etc. (OCPUs/Cores, Memory, database size)?

R76. **Available information was provided in the RFP.**

Q77. 3.02 Scope of Services - Modules and Number of Users: How many users are there for Oracle EBS? How many Concurrent users?

R77. **Available information was provided in the RFP.**

Q78. 3.02 Scope of Services – Modules: Please provide a list of Oracle custom applications which are in scope of the support. Please provide any additional notes that might be helpful.

R78. **Please see the CEMLI list in the RFP.**

Q79.   3.02 Service Requirements - System Availability and Monitoring: Are there any current periodic checks being used?
Can you please enumerate the concurrent programs that are scheduled to run periodically? How often do they run (minutes, hours, etc.)? What concurrent programs are scheduled to run on specific days? What time of the day are they scheduled to run?
Are the scheduled concurrent programs setups, and have they been tested? Are there any conflicts between two concurrent requests for the same or different organizations that cause system performance issues? Are the scheduled concurrent programs and times documented?

R79.   There are a couple of concurrent programs that run nightly before midnight and do not create any issues.

Q80.   3.02 Scope of Services A 4 - System Upgrades:
When did you go-live on Oracle EBS12.2.8?
During upgrade, how many CRPs and UATs conducted?
What actions have been taken to correct the test scenarios that failed during the upgrade (configuration fix, patch, associated TAR)?
Are the test scenarios and results documented?

R80.   JAA is currently on 12.2.8 since Sept. 2019.

Q81.   "3.02 Service Requirements: B. Backups.
1. Full backups should be taken weekly, with incremental backups daily
2. JAA requires a retention period of four weeks of backups.
3. Offsite backups should be taken daily to a geographically separate location."

Is this the Standard Backup and recovery strategy in place currently or proposed plan?
Have you performed any recovery exercise in the recent past? What were the issues faced and resolutions implemented?
What are the Backup utilities currently used for the Oracle ERP environment?
What is the current practice in terms of offsite backups? Does this include OS, Database and Applications? Do you have the standard processes and tools to execute this remotely? Can we use the current offsite backup storage?

R81.   Backup strategy is currently in place and is tested annually. Vendor can provide more information on offsite backup storage if desired.

Q82.   3.02 Service Requirements: A. System Availability: Were there any unplanned outages of the system in the past one year? If yes, what were the root causes? What were the hardening measures taken to avoid recurrence of these?

R82. **Please see response to Question 22.**

Q83. **"3.02 Service Requirements:** C. Keeping Current. Respondent must keep operating system and EBS current. All known and identified patches for "bugs", security issues, etc. within the application, database, or operating system must also be applied and maintained as needed."

How current are the application, database, or operating system in terms of patches and upgrades? What is the frequency of patching for various components as per the current practice? Is the current practice fulfilling the aspiration of Keeping Current? What improvements do you envisage?

R83. **A Critical Patch Upgrade is performed quarterly.**

Q84. **"3.02 Service Requirements:** E. Request for Change. The Respondent will be required to follow JAA's request for change process and all production changes shall be approved by JAA prior to execution. Notification of successful change application must be supplied at the conclusion of the change."

What are the SLAs in place for Request for Change notification from the vendor and approval from JAA?

R84. **Request for change information must be submitted to JAA by the Friday of the week before the planned change. The change must be approved in writing prior to execution. Notification of change status must be supplied immediately upon the conclusion of the change implementation.**

Q85. **"3.02 Service Requirements:** F. Disaster Recovery Services: The Respondent will be required to provide disaster recovery services. Failed systems must be restored within 24 hours of disaster occurring providing sufficient hardware is available. Disaster Recovery testing must be completed at least annually. The Respondent will be required to provide a statement of successful disaster recovery testing."

What is the current DR strategy? (Logical Standby or Physical standby). How is the DR configured?
What is the size of DR site servers and instances?

R85. **Backup and Restore. DR will be provided from backups of the production system.**

Q86.   Service Requirements: SLAs
JAA is responsible for continuing the Oracle standard support (OEL, OS, Database and EBS) relationship exists throughout the term

R86.   JAA will maintain support contracts with Oracle. The successful respondent should be able to submit tickets to Oracle on JAA's behalf.

Q87.   **"1.10 Responsible Respondent Criteria - Section 1: Organizational Capability**
Technical support, such as
· General environment support, including maintenance of the related operating applications;
· Application maintenance including application of patches, backups, and upgrades;
Section 3.02 Scope of Services
Install database version upgrades to remain on a currently supported platform (compatible with EBS version).":

In the context of technical support, upgrades of database from 12c to the latest version and application from 12.2.8 to subsequent versions are not in the scope as mentioned in the pre-bid conference call. Please confirm.

R87.   JAA wishes to remain in full compliance with Oracle support however upgrades are not in scope.

Q88.   3.02 Scope of Services - System Upgrades: "If JAA upgrades to a newer version of Oracle/EBS, the Respondent is responsible for supporting the new version."

Do you have any timelines in mind for the upgrades? When the upgrades involve increase in application footprint or technology components, it will result in enhanced scope of support and trigger a change order.

R88.   JAA wishes to remain in full compliance with Oracle support.

Q89.   Alternate Bid Item - Citrix Remote Support:
Do you have a support agreement in place for this with the incumbent vendor or other services provider? What is the staffing – team size and coverage, usage – hours per month, staff location, etc.?
What are the challenges in current service delivery?

R89.   No

JAA

**Jacksonville
Aviation
Authority**

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Q90. Discoverer Folder: Are Discoverer reports mentioned in the CEMLIs report part of the scope of support? Are you planning on upgrading the reports to XML? If yes, who is responsible for the technical upgrade/ conversion?

R90.   **JAA is not currently using Discoverer.**

The Question and Answer period is closed.

Submittal Due Date is January 25, 2021 at 2:00 PM (local time)

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Exhibit A

Attendance Record for Pre-Submissions Conference

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Attendance Record
Pre-Submission Conference
Date: December 15, 2020

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Oracle eBiz Maintenance and Support Services

Company Name:	Contact:	Office #:	Cell #:	Email:
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