



CITY OF MEMPHIS

REQUEST FOR PROPOSAL

#52036

Oracle EBS 12.2.9 Upgrade

Addendum #1

Questions & Answers

Except to remove vendor names and addresses, questions are provided exactly as submitted.

| # | | Section | Question / Answer |
|---|---|---------|--|
| 1 | Q | | Can you clarify if requirement 2.1 (E) (on p13) requires us to analyze the reports as part of the RFP response, or if we are required to analyze the reports as part of the project? |
| 1 | A | | <i>As part of the project</i> |
| 2 | Q | | Can you clarify if requirement 2.1 (D) (on p13) requires us to analyze the current configuration as part of the RFP response, or if we are require to analyze it as part of the project? |
| 2 | A | | <i>As part of the project</i> |
| 3 | Q | | The city of Memphis has indicated no more than a 5 month duration, with all work including post go live support to be completed no later than June 2021. If ITC does not believe it is possible to go live by that time, would a proposal still be accepted? |
| 3 | A | | <i>Yes</i> |
| 4 | Q | | Can you clarify the scope of the OCI work within this RFP? |
| 4 | A | | <i>Vendor will need to setup the cloud infrastructure and lift and shift the EBS environments to the cloud infrastructure.</i> |
| 5 | Q | | Please confirm the OCI contract will be between the City of Memphis and Oracle Corporation. The scope of the RFP is subject to labor only? |
| 5 | A | | <i>Vendor may choose to provide cloud infrastructure and license proposals in the RFP response. City will evaluate the cost and benefits of the proposed solution or to use city's own cloud infrastructure.</i> |
| 6 | Q | | Based on the assumption above please provide the Oracle BOM that has been developed for the migration of the in scope Oracle environment. |
| 6 | A | | <i>This is a work in progress. This will be provided to the selected vendor.</i> |
| 7 | Q | | Is there an alternate cutover date if the project requires more than 3-5 months? |
| 7 | A | | <i>Yes. Alternate cutover dates should be in August or September. We prefer to go-live by May, if that cannot happen then alternates are August or September.</i> |
| 8 | Q | | What resources will the City of Memphis bring to bear in this effort? Please define by resource type and area of expertise. |
| 8 | A | | <i>PM, Technical SMEs and managers from ITD and business users will be actively helping, monitoring progress during the course of the project. They won't be working on technical deliverables.</i> |

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| | | | <p><i>We anticipate that our SMEs will be providing and clarifying requirements, performing UAT and be part of training, change management and production cutover.</i></p> <p><i>Current technical team has 2 apps DBAs, one DBA and 8 apps techno-functional SMEs that maintain and support the environments and applications.</i></p> <p><i>The vendor PM and city PM will work together on the resource schedules.</i></p> |
| 9 | Q | | What version is the City of Memphis currently on? |
| 9 | A | | See section 1.3 in the RFP. |
| 10 | Q | | Which module(s) is the City of Memphis currently using? |
| 10 | A | | See section 1.3 in the RFP. |
| 11 | Q | | How many users/licenses are in use? |
| 11 | A | | City uses a combination of enterprise, server socket based, budget based and named user licenses. See questions 28-30 for usage. |
| 12 | Q | | When does the City desire for work to begin / complete for the work stated? |
| 12 | A | | Based on RFP completion start in December or January and target go-live in May. |
| 13 | Q | 1.3 | Please elaborate the modules in Grants accounting and projects |
| 13 | A | | Grants Accounting is used for managing Awards (Federal/State as well as CIP), Projects, Associated Budgets at Award and Project Level along with budgetary Control. Forecast Budget/Revenue is done at Project Level . Encumbrances from Purchase Orders/ Requisitions are recorded against Award/Project /Expenditure Types as well as Expenses from Payables, Labor Distributions and expenditure batches. Both Cost and Event based invoice and Revenue processes are being used with integration to Receivables to record receipts etc. |
| 14 | Q | 2.1 | Please share the number of users who would test the upgrade environment |
| 14 | A | | 30 to 40 |
| 15 | Q | | Kindly share the number of users who would be involved in the systems integration testing |
| 15 | A | | Overall 30 to 40, technical integration testing maybe done by 4-6 people |
| 16 | Q | 3.5 | Is it mandatory and important that all the consultants working on this project should be US citizens? Can H1B Visa Holders and Offshore Teams execute the project |
| 16 | A | | No. Yes. |

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| 17 | Q | General | Can we propose an Offshore model, where the project team would connect from India? |
| 17 | A | | <i>Yes</i> |
| 18 | Q | General | Is City of Memphis targeting Gov Cloud or open to Public Cloud for lower cost options |
| 18 | A | | <i>Gov Cloud only</i> |
| 19 | Q | General | Can we assume that City of Memphis Oracle Apps DBA would be responsible for creating new Dev and Test environments for the upgrade |
| 19 | A | | <i>No, vendor will need to do this</i> |
| 20 | Q | General | How many books / ledgers are maintained currently? How many secondary ledgers exists in the environment |
| 20 | A | | <i>Books/Ledgers: 1, Secondary Ledgers: None</i> |
| 21 | Q | General | Does the City's IT Team have functional design documents for all modules (MD50) and technical design documents (MD70) for all the EBS modules customizations as per the applications landscape shared. Can they be shared to the firm selected to execute the project before project start |
| 21 | A | | <i>Yes, we have design documents for many of the customizations. Available documentation will be shared to the firm selected.</i> |
| 22 | Q | General | Please provide details of existing teams supporting the environment and their involvement anticipated in the upgrade – including both internal IT and any external service providers involved in application support, infrastructure management and any other specialized services say development/testing, etc. |
| 22 | A | | <i>See question 8</i> |
| 23 | Q | General | Is SOA Middleware/REST API integrations part of the scope there for the upgrade |
| 23 | A | | <i>No SOA middleware, but there are SOAP Webservices defined in Integrated SOA Gateway. And we are in the process of changing methodology from SOAP to REST.</i> |
| 24 | Q | | Is City open to use Offshore resources? |
| 24 | A | | <i>Yes</i> |
| 25 | Q | | For references, do you prefer experience in Upgrade and OCI Migration in a single company or both services in separate companies can work for City? |
| 25 | A | | <i>Prefer upgrade and migration for some company, but other ones are acceptable too.</i> |

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| 26 | Q | 1.1 | Is there another link to view addenda that is issued by the Purchasing Department (the link supplied in the RFP doesn't work; sorry page not found error)? |
| 26 | A | | https://www.memphistn.gov/business/doing-business-with-the-city/rfps-rfqs/ |
| 27 | Q | 1.2 | Is Oracle the cloud provider (if not, please provide)? |
| 27 | A | | We do use oracle SaaS (HCM) on cloud and some PaaS as well. We do have some cloud infrastructure on Azure as well. |
| 28 | Q | 1.3 | How many named users? |
| 28 | A | | <i>Application Users: 2500, Self-Service Users: 13500, Supplier Users: 45000</i> |
| 29 | Q | 1.3 | How many professional users? |
| 29 | A | | 200 |
| 30 | Q | 1.3 | How many concurrent users? |
| 30 | A | | 500 |
| 31 | Q | 1.3 | What is the size of the production database? |
| 31 | A | | <i>Close to 5 TB right now</i> |
| 32 | Q | 1.3 | What is the size of the non-production databases? |
| 32 | A | | <i>Same as production</i> |
| 33 | Q | 1.3 | Are you running any language other than English (if so, which ones)? |
| 33 | A | | <i>No</i> |
| 34 | Q | 1.3 | Will SSO be required with this implementation (active directory integration, etc.)? |
| 34 | A | | <i>No</i> |
| 35 | Q | 1.3 | Is this a hybrid cloud environment (are there integrations that are utilizing a cloud provider)? |
| 35 | A | | <i>Current environment is on-premise. With the upgrade the vendor is expected to move all environments to the cloud.</i> |
| 36 | Q | 1.3 | Do you have current-state architectural diagrams (physical, logical, etc.)? |
| 36 | A | | <i>See Appendix A</i> |
| 37 | Q | 1.3 | Do you have diagrams/documentation for data flows and integrations (if so, please provide)? |
| 37 | A | | No. There are design specs available for many customizations. |
| 38 | Q | 1.3 | What (if any) firewall software are you currently using? |
| 38 | A | | <i>Palo Alto</i> |

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| 39 | Q | 1.3 | Is there a requirement to be in a FedRamp Certified cloud (or is secured/certified Commercial Cloud sufficient)? |
| 39 | A | | Govcloud is needed |
| | | | |
| 40 | Q | 1.3 | Does any 3rd party software need to be deployed in the cloud as part of an integration to EBS (Vertex, etc.)? |
| 40 | A | | <i>Vertex (installed on the EBS nodes), Mail and FTP if needed for file based integrations and for notifications.</i> |
| | | | |
| 41 | Q | 1.3 | Is there any sensitive data to consider for compliancy (HIPPA, PCI, etc.)? |
| 41 | A | | <i>Yes</i> |
| | | | |
| 42 | Q | 1.3 | Do you currently have FastConnect? |
| 42 | A | | <i>No</i> |
| | | | |
| 43 | Q | 2.1 | Who will be doing the CEMLI retrofit (City of Memphis or selected RFP vendor)? |
| 43 | A | | <i>Selected vendor</i> |
| | | | |
| 44 | Q | 2.1 | If needed, who will be doing the CEMLI Development (City of Memphis or selected RFP vendor)? |
| 44 | A | | <i>Selected vendor</i> |
| | | | |
| 45 | Q | 1.3 - Overview of city's current Oracle e-Business and CRM environment | Please provide the Organization Structure or count of following: <ul style="list-style-type: none"> - Number of Active Legal Entities - Number of locations - Number of Ledgers - Number of Operating Units - Number of Inventory Orgs - Number of Master Inventory Orgs (if not One) |
| 45 | A | | <i>Number of Active Legal Entities: 1 Number of locations: 2786 Number of Ledgers: 1 Number of Operating Units: 2 Number of Inventory Orgs: 4</i> |
| | | | |
| 46 | Q | 1.3 - Overview of city's current Oracle e-Business and CRM environment | Please also provide the versions of any additional applications that work with EBS, like other products such as Oracle Fusion products, Siebel, Service Now, or any other non-EBS Oracle products etc. |

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| 46 | A | | <i>Oracle HCM Cloud Application 20C (11.13.20.07.0) , Oracle Hyperion 11.1.2.4</i> |
| 47 | Q | 1.3 - Overview of city's current Oracle e-Business and CRM environment | Please provide an Enterprise structures diagram if one already exists? |
| 47 | A | | See Appendix A |
| 48 | Q | 1.3 - Overview of city's current Oracle e-Business and CRM environment | Do you have any Punchout Suppliers? If yes, please provide details |
| 48 | A | | <i>No</i> |
| 49 | Q | 1.3 - Overview of city's current Oracle e-Business and CRM environment | How many hosted Supplier catalogs do you currently have? Please provide details. |
| 49 | A | | <i>None</i> |
| 50 | Q | 1.3 - Overview of city's current Oracle e-Business and CRM environment | Do you currently send/receive electronic POS, ASNs, or other Supplier related documents? If yes, how many? |
| 50 | A | | We use PO and supplier notifications – 1000- 2000 per year. We do not use point of sale or advanced shipment notices. |
| 51 | Q | 1.3 - Overview of city's current Oracle e-Business and CRM environment | Do you use Corporate or Procurement cards? If yes, please provide details. |
| 51 | A | | Yes, we do use Procurement and Travel cards. However, the cards are being managed through the Bank. Currently, there is no integration with Oracle EBS. |

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| 52 | Q | 1.3 - Overview of city's current Oracle e-Business and CRM environment | What version of SOA Suite & what version of WebLogic is currently used? |
| 52 | A | | <i>We use Integrated SOA Gateway but not SOA Suite. The current version of WebLogic is 10.3.6.</i> |
| | | | |
| 53 | Q | 1.3 - Overview of city's current Oracle e-Business and CRM environment | Please describe the City's conformance to consistent development standards when developing these customizations. Please describe the quality and accuracy of existing functional and technical specifications for these customizations. |
| 53 | A | | <i>Yes, city follows Oracle's AIM methodology and coding/development standards based on oracle recommendations. Technical and functional specs are available for most objects.</i> |
| | | | |
| 54 | Q | 1.3 - Overview of city's current Oracle e-Business and CRM environment | Has the City run the standard Global Standards and Compliance Checker and Online Patching Readiness Reports against your current EBS environment? If so, can the output be shared? If not, can these be run, and the results shared? |
| 54 | A | | <i>No, we haven't run these yet.</i> |
| | | | |
| 55 | Q | 1.3 - Overview of city's current Oracle e-Business and CRM environment | Does the City use any SOAP API within EBS (Integrated SOA Gateway module)? If yes, please provide details. |
| 55 | A | | <i>We currently have a few SOAP APIs, but city will convert them to REST APIs by the time code remediation start. Vendor will have only REST APIs to remediate.</i> |
| | | | |
| 56 | Q | 1.3 - Overview of city's current Oracle e-Business and CRM environment | Please identify how many current services are REST vs. SOAP. |
| 56 | A | | <i>We currently have 11 SOAP Services and 1 REST Service. By the time vendor start code remediation, city would have converted all the SOP APIs to REST.</i> |
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| 57 | Q | 1.3 - Overview of city's current Oracle e-Business and CRM environment | Please elaborate on the types of OAF and Java related changes that exist in the current environment. |
| 57 | A | | Created a few new OAF pages, extended a few seeded OAF objects, and did some personalization. |
| 58 | Q | 1.3 - Overview of city's current Oracle e-Business and CRM environment | Will the existing DEV, TEST, and PRE-PROD environments be dedicated for use during the upgrade project? In addition to the existing environments, are there any plans to make additional environments available to support the project? If yes, please provide details. |
| 58 | A | | <i>All the cloud environments (Dev, Test, Pre-prod/DR and Production) will be available. Vendor can configure and use these environments. If there is a need, we can make one or two of the on-premise environments available to the project as well.</i> |
| 59 | Q | 1.3 - Overview of city's current Oracle e-Business and CRM environment | Does the City already use Java Web Start on 12.1.3? If not, does this project include the deployment of Java Web Start? |
| 59 | A | | <i>Yes.</i> |
| 60 | Q | 1.3 - Overview of city's current Oracle e-Business and CRM environment | Can you Provide IT Application diagram if one exists? |
| 60 | A | | <i>We can provide this to the selected vendor.</i> |
| 61 | Q | 1.3 - Overview of city's current Oracle e-Business and CRM environment | “2 External (DMZ) Applications servers each with 4 vCPU and 24 GB RAM “ Are these for iProcurement and iSupport? If not for what? |
| 61 | A | | iSupplier, Sourcing, SSHR (mainly for pay checks – core self-service is provided through fusion HCM), iSupport (not in use right now – third-party solution SeeClickFix is used in its place), Field Inspector Portal (very low |

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| | | | usage now – we have third-party mobile field service modules used in its place). |
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| 62 | Q | 1.3 - Overview of city's current Oracle e-Business and CRM environment | Has the City validated if its 3rd-party systems are compatible with EBS 12.2.9? |
| 62 | A | | <i>No. Our third-party systems are mostly connected via flat file transfers or REST/SOAP APIs, so we don't anticipate any incompatibilities.</i> |
| | | | |
| 63 | Q | 1.3 - Overview of city's current Oracle e-Business and CRM environment | What Fusion products are currently being used? Please provide details. |
| 63 | A | | Core HCM (Global HRMS), Absence Management, Benefits, Learning, Performance Management, Goal Management, Profile Management, Succession Management, Compensation Workbench. |
| | | | |
| 64 | Q | 1.3 - Overview of city's current Oracle e-Business and CRM environment | What interfaces are via REST or SOAP services? Please provide details. |
| 64 | A | | REST API for updating service requests. SOAP APIs for loading URL as an attachments, adding and getting customer contacts, getting customer details, attaching pictures, image attachments, creating service request task, creating task assignments, updating tasks, creating service requests, getting service request details, getting the service request notes, creating secondary service request, and link secondary SR to primary SR. |
| | | | |
| 65 | Q | 1.3 - Overview of city's current Oracle e-Business and CRM environment | Which of these interfaces is not via file transfers via SFTP? What integration approach is used for these? |
| 65 | A | | <i>The interfaces not via File transfer are City GIS system, SeeClickFix. Integration approach: SOAP/REST.</i> |
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| 66 | Q | 1.3 Overview of city's current Oracle e-Business and CRM environment | Do you have any single sign-on configuration currently? If yes, please provide details. |
| 66 | A | | No |
| 67 | Q | 2.1 City of Memphis Oracle 12.2.9 upgrade requirements | Please confirm who will be responsible (the vendor or the City) for remediating the existing custom objects to be functional with 12.2.9 |
| 67 | A | | <i>Vendor</i> |
| 68 | Q | 2.1 City of Memphis Oracle 12.2.9 upgrade requirements | Can the City please elaborate on what your expectations are for "the identification and analysis of opportunities inherent in upgrading to 12.2.9"? What specific deliverables or activities is the City expecting from the integrator? |
| 68 | A | | City would like the integrator to propose enabling/configuring new features or functionality that would benefit the city. Integrator may also propose any cost savings or other benefit that can be obtained from this project. |
| 69 | Q | 2.1 City of Memphis Oracle 12.2.9 upgrade requirements | Are there specific optional 12.2.9 new features that the City is already interested in including in the upgrade deployment? |
| 69 | A | | See question74 |
| 70 | Q | 2.1 City of Memphis Oracle 12.2.9 upgrade requirements | Is the City expecting to go-live with a move to cloud infrastructure at the same time as the EBS upgrade? |
| 70 | A | | Yes |
| 71 | Q | 2.1 City of Memphis Oracle 12.2.9 upgrade requirements | Please elaborate on what is meant by "pre-requisites not currently implemented in the current application" |
| 71 | A | | <i>We would like the integrator to tell us about any pre-requisite software, or a module or feature that need to be implemented or removed etc. in EBS.</i> |

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| 72 | Q | 2.1 City of Memphis Oracle 12.2.9 upgrade requirements | What are the pain points that the City is trying to address by reviewing current application configurations? What objectives should be met by the recommendations? |
| 72 | A | | Mainly we would like leverage new features and capabilities available in 12.2.9. Also see question 74. |
| | | | |
| 73 | Q | 2.1 City of Memphis Oracle 12.2.9 upgrade requirements | Has the City determined if you wish to implement Enterprise Command Center as part of this deployment? If yes, please provide details |
| 73 | A | | <i>Yes, see question 74</i> |
| | | | |
| 74 | Q | 2.1 City of Memphis Oracle 12.2.9 upgrade requirements | What are your current business needs that are unmet and you believe can be met using 12.2 functionality? Has any analysis already been performed? |
| 74 | A | | No analysis was done on this. We would like the vendor to propose implementation of new features. Based on our review command centers, account reconciliation automation, financial close automation, invoice scanning AI (if available) etc. can help. |
| | | | |
| 75 | Q | 2.1 City of Memphis Oracle 12.2.9 upgrade requirements | Will the City or the integrator be responsible for planning and managing testing and validation activities performed by City resources? |
| 75 | A | | <i>UAT will be managed by city and city will report issues to integrator. Integrator will be responsible for unit testing, SIT and any other rounds of testing. Integrator will be responsible for fixing all issues reported.</i> |
| | | | |
| 76 | Q | 2.1 City of Memphis Oracle 12.2.9 upgrade requirements | Are there a set of existing test scenarios and test scripts that can be leveraged during this project? If yes, please provide details |
| 76 | A | | <i>There are test scenarios and some scripts available from previous projects (for instance some from 11i-R12 upgrade). There are also some test scenarios available from the business.</i> |
| | | | |
| 77 | Q | 2.1 City of Memphis Oracle 12.2.9 | Are there existing learning platforms that the integrator will need to use in order to deliver end user training and communications? Will the City or the integrator be responsible for end user training and communications delivery? |

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| | | upgrade requirements | |
| 77 | A | | <i>City is asking integrator to provide change management. City uses oracle Fusion Learning as the learning management tool, but integrator can propose to use other tools if needed.</i> |
| 78 | Q | 2.1 City of Memphis Oracle 12.2.9 upgrade requirements | What validation and testing activities is the City expecting to perform as part of the upgrade? Will City resources be responsible for any testing prior to User Acceptance Testing? |
| 78 | A | | <i>City is expecting to perform only UAT – City would like to see SIT test scripts and test outcomes during SIT performed by the integrator.</i> |
| 79 | Q | 2.1 City of Memphis Oracle 12.2.9 upgrade requirements | Are there any restrictions to offshore resources being assigned to perform the work? |
| 79 | A | | No |
| 80 | Q | 2.1 City of Memphis Oracle 12.2.9 upgrade requirements | Please list the team members that the City of Memphis will provide for this project by role and indicate their percentage availability? |
| 80 | A | | See question 8 |
| 81 | Q | 2.1 City of Memphis Oracle 12.2.9 upgrade requirements | How flexible is the City to alternative schedules which go-live later than April or May 2021? |
| 81 | A | | See question 7 |
| 82 | Q | 2.1 City of Memphis Oracle 12.2.9 upgrade requirements | What is the maximum permissible downtime for the application while the upgrade is being performed? |
| 82 | A | | <i>Preferably over a weekend with a buffer of a day.</i> |
| 83 | Q | 2.1 City of Memphis Oracle 12.2.9 | Should you be using end to end SSL/TLS or SSL/TLS will be terminated at the Load Balancer? |

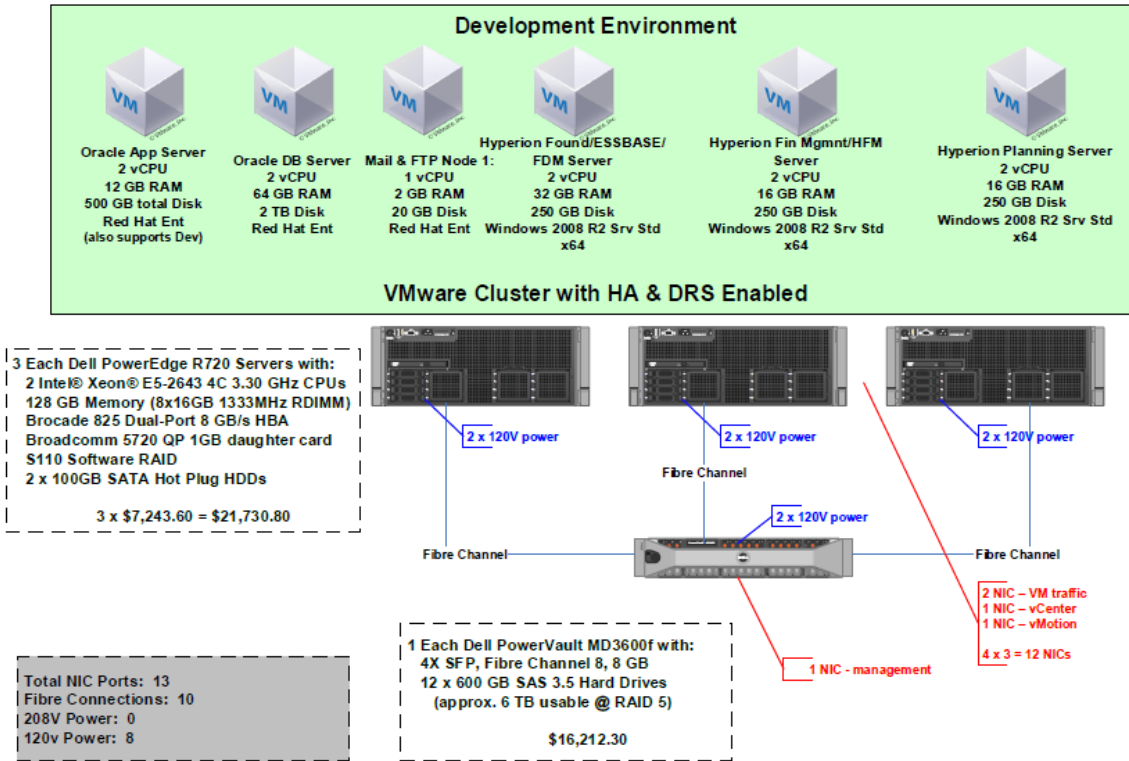
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| | | upgrade requirements | |
| 83 | A | | <i>End to End SSL/TLS.</i> |
| 84 | Q | 2.1 City of Memphis Oracle 12.2.9 upgrade requirements | What is the size of the database? |
| 84 | A | | <i>See question 31</i> |
| 85 | Q | 2.1 City of Memphis Oracle 12.2.9 upgrade requirements | Do you have any other Languages configured in EBS apart from US English? |
| 85 | A | | <i>No</i> |
| 86 | Q | 2.1 City of Memphis Oracle 12.2.9 upgrade requirements | Are you looking to re architect your EBS environment while moving to Oracle cloud? |
| 86 | A | | <i>City is open to vendor proposing architecture needed on the cloud to support our environment.</i> |
| 87 | Q | 2.1 City of Memphis Oracle 12.2.9 upgrade requirements | Is setting up OCI environment in the scope? |
| 87 | A | | <i>Yes</i> |
| 88 | Q | 2.1 City of Memphis Oracle 12.2.9 upgrade requirements (B) | Please elaborate on the OCI migration – is upgrade and migration part of same scope? |
| 88 | A | | <i>Yes</i> |
| 89 | Q | 2.1 City of Memphis Oracle 12.2.9 upgrade requirements | Please elaborate on the expected architecture in OCI – Multi region with DR also in OCI? |
| 89 | A | | <i>Yes, multi-region with DR is needed.</i> |

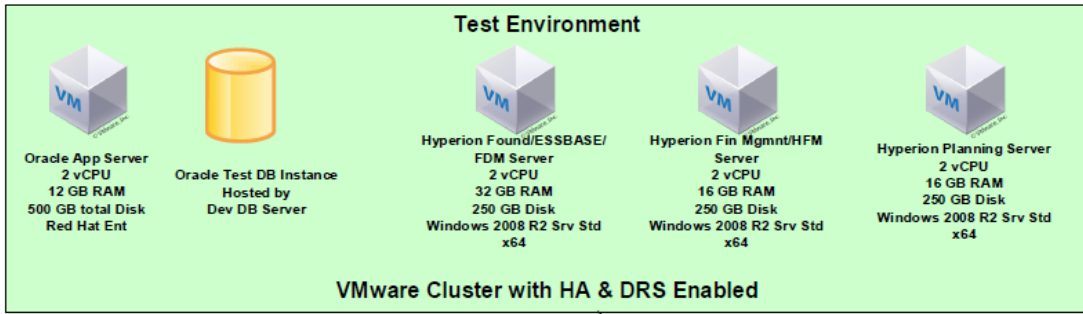
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| | | | |
| 90 | Q | 2.2 Constraints | Who will be responsible for Functional testing and mandatory changes due to upgrade training? |
| 90 | A | | <i>Vendor integrator should perform functional testing and provide change management. City will do UAT.</i> |
| | | | |
| 91 | Q | 2.4 Duration | What level of analysis has been done to lead to the conclusion that this is a three to five-month project? Can you share some of the details of why the City feels this is a rapid upgrade? Typical EBS 12.2 upgrades are four to seven months without functional changes. |
| 91 | A | | <i>Based on looking at upgrade done by other similar sized organizations and based on estimate provided by SMEs who has done EBS 12.2 upgrades. If the vendor thinks more time is needed, that can be used in the proposal. Alternate go-live date is provided in response to another question above.</i> |
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| 92 | Q | 2.4 Duration | Does this need to be considered as a Technical Upgrade or does the city want to include any additional features released after 12.1.3 to be reviewed and implemented as well |
| 92 | A | | See question 74 |
| | | | |
| 93 | Q | 3.8 Vendor's Alternative Proposal | Please elaborate on the City's expectations for vendors to provide an alternative proposal. How will this information be used by the City in evaluating the responses? |
| 93 | A | | <i>City will review and evaluate the primary proposal. City may review the alternate proposal as needed.</i> |
| | | | |
| 94 | Q | 4.6 Proposal Submissions | Would you accept an Electronic only Submission of the RFP Response |
| 94 | A | | <i>No, bidders must submit a hardcopy response.</i> |
| | | | |
| 95 | Q | | The City of Memphis has stated that the final EBS version to be on cloud infrastructure. Can you please confirm which Cloud Infrastructure you are planning to move to (Oracle, AWS, Azure, etc.) |
| 95 | A | | <i>Our preference is OCI, but we will consider proposals to move to another cloud environments too.</i> |
| | | | |
| 96 | Q | | Does City of Memphis plan to migrate all of their EBS environments (Prod, Dev, Test, and Pre-prod Plus stand-by DR environment) to the Cloud infrastructure or will it be a hybrid model (i.e. combination of on-premise and cloud infrastructure)? |
| 96 | A | | <i>All environments will be migrated to cloud.</i> |
| | | | |
| 97 | Q | | Has there been any existing network setup with the Cloud Infrastructure or will the proponent be involved in the network setup? |
| 97 | A | | <i>Integrator may need to setup network on the cloud, if it is needed for standing up the EBS environment. City currently has some networking setup</i> |

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| | | | <i>between on-premise and cloud OCI infrastructure, we can't say if that is enough for EBS environment.</i> |
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| 98 | Q | | Has the City of Memphis already got internal and government approvals (if required) to migrate to the Cloud. If not, will the proponent be required to be part of review process required for any approval? |
| 98 | A | | <i>Yes, we have the approvals, decision has been made to move to cloud.</i> |
| | | | |
| 99 | Q | | Is the City currently (or in the past) working with another System Integrator for Oracle E-Business Suite |
| 99 | A | | <i>In the past we had worked with many system integrators. We do not have an active system integrator at the moment.</i> |
| | | | |
| 100 | Q | | How is the ongoing database and application support being managed? Is it by an external provider or managed internally (or a combination of the two). |
| 100 | A | | <i>Managed Internally.</i> |

Appendix A

Current On-premise Infrastructure





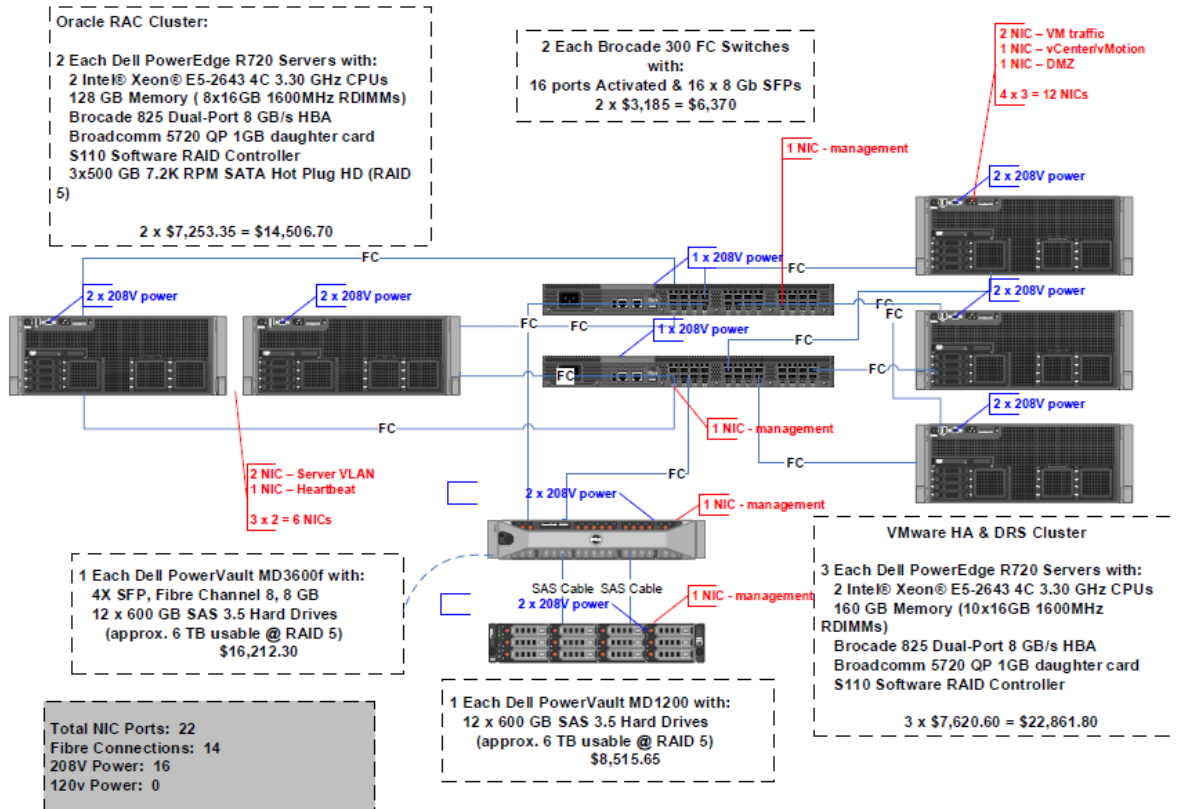
Note: Test Environment is hosted on existing physical infrastructure depicted for the Development Environment

No external power requirements

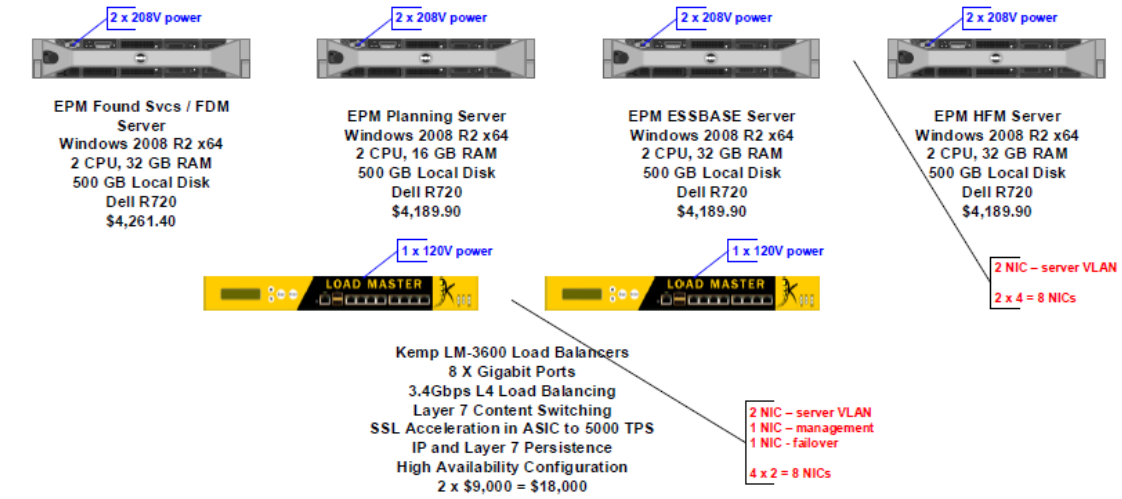
No physical network connectivity required.

Total NIC Ports: 0
 Fibre Connections: 0
 208V Power: 0
 120v Power: 0

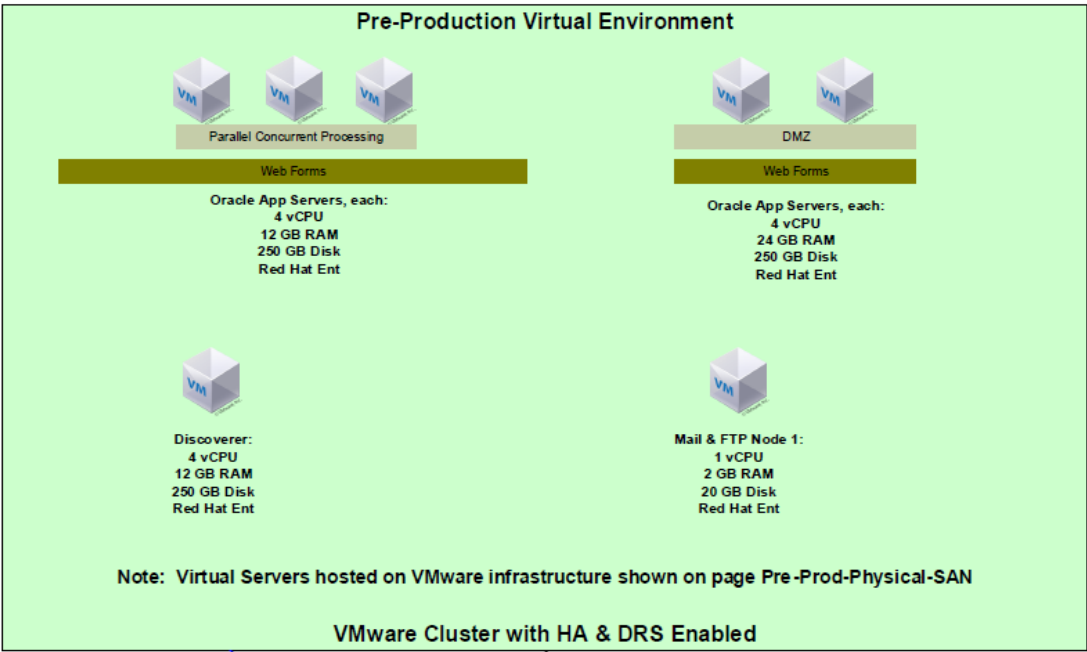
Pre-Production Physical Servers with SAN Connectivity



Pre-Production Physical Servers with Local Storage & Other Devices



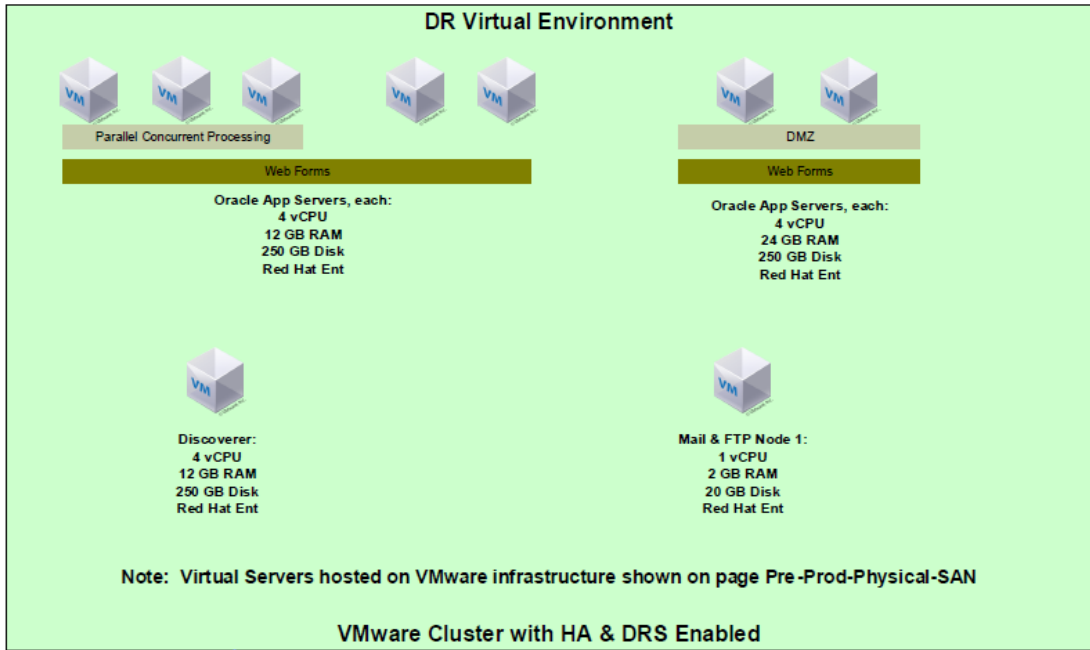
Total NIC Ports: 16
 Fibre Connections: 0
 208V Power: 8
 120v Power: 2



Total NIC Ports: 0
 Fibre Connections: 0
 208V Power: 0
 120v Power: 0

No external power requirements

No physical network connectivity required.

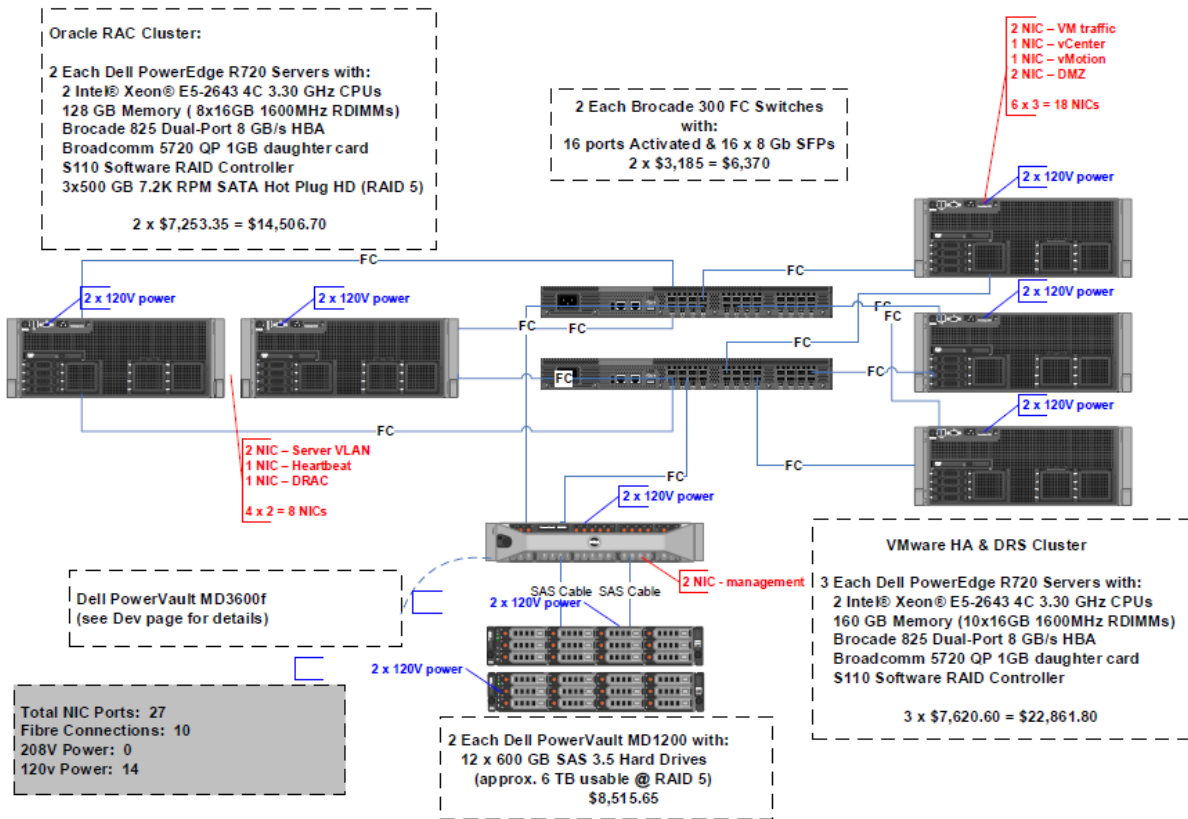


Total NIC Ports: 0
 Fibre Connections: 0
 208V Power: 0
 120v Power: 0

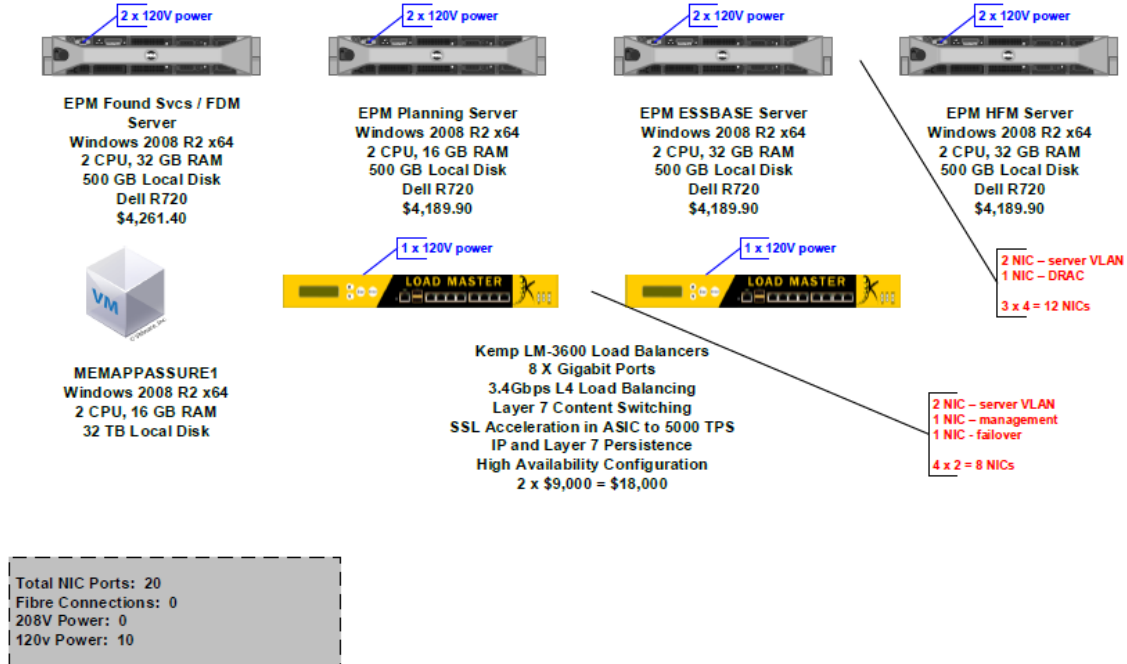
No external power requirements

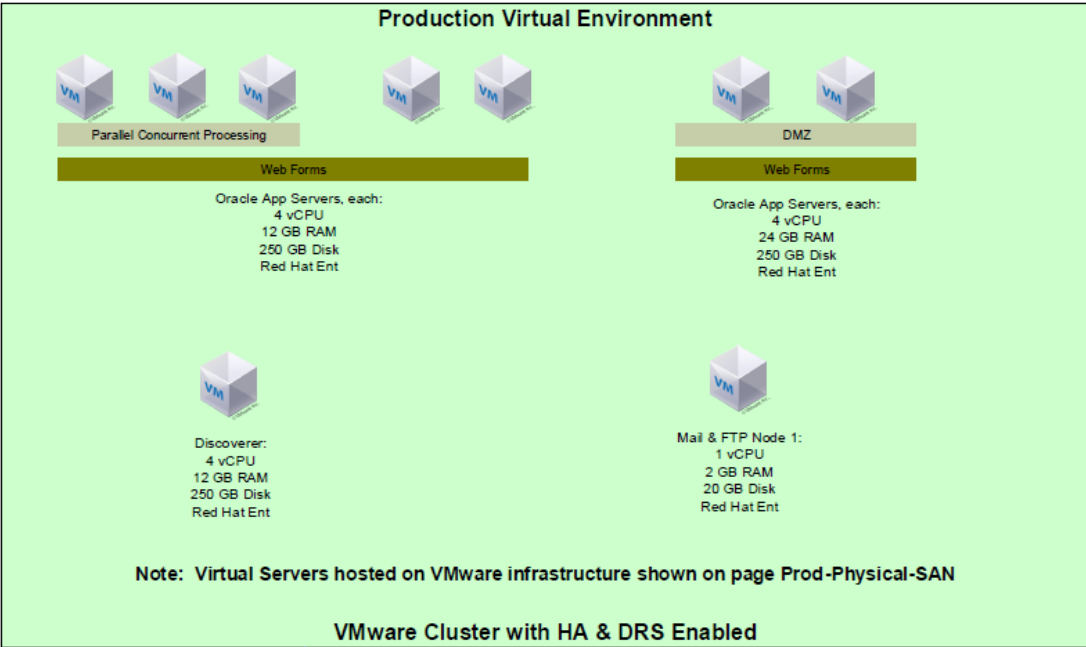
No physical network connectivity required.

Production Physical Servers with SAN Connectivity



Production Physical Servers with Local Storage & Other Devices

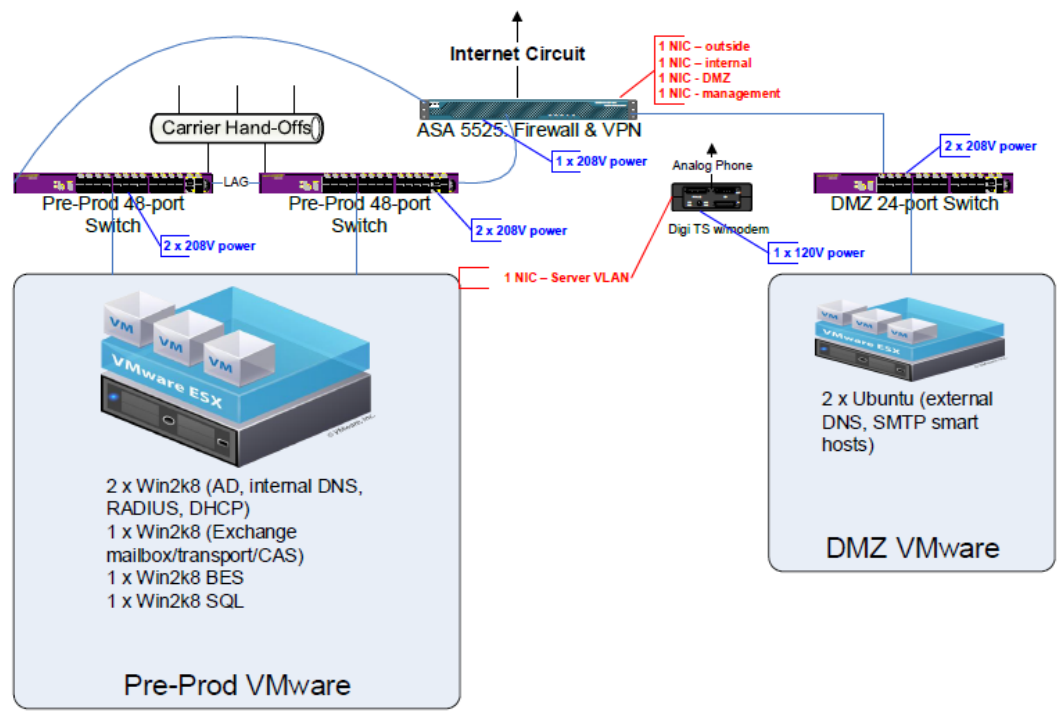




Total NIC Ports: 0
 Fibre Connections: 0
 208V Power: 0
 120v Power: 0

No external power requirements

No physical network connectivity required.



Total NIC Ports: 7
 Fibre Connections: 0
 208V Power: 7
 120v Power: 1

Infrastructure Requirements

| City Hall Data Center | | | Smyrna DR Site | | |
|-----------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
| Environment | | | Environment | | |
| Dev | | Quantity | Infrastructure | | Quantity |
| | NIC Ports | 13 | | NIC Ports | 7 |
| | Fibre Connections | 10 | | Fibre Connections | 0 |
| | 208v Power | 0 | | 208v Power | 7 |
| | 120v Power | 8 | | 120v Power | 1 |
| Test | None Required | | | | |
| Production | | | Pre-Production | | |
| | NIC Ports | 47 | | NIC Ports | 22 |
| | Fibre Connections | 10 | | Fibre Connections | 14 |
| | 208v Power | 0 | | 208v Power | 24 |
| | 120v Power | 22 | | 120v Power | 2 |
| Totals | | | Totals | | |
| | NIC Ports | 60 | | NIC Ports | 29 |
| | Fibre Connections | 20 | | Fibre Connections | 14 |
| | 208v Power | 0 | | 208v Power | 31 |
| | 120v Power | 30 | | 120v Power | 3 |