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ADDENDUM NO. 4

August 27, 2025

2026.0038

City RFP - Consulting Services for Oracle ERP

This addendum is being issued to all potential bidders to provide the items and attachments set forth herein which shall act to qualify, clarify, or otherwise modify the Contract Documents previously issued regarding the above referenced project. These items, whether of omission, addition, substitution, or clarification, shall be incorporated into the proposals submitted by all bidders, and receipt of this document and its attachments must be acknowledged, either in the space provided on the Bid Form or on the Contractor's Form of Proposal. Failure to do so may subject the Bidder to disqualification.

Responses to Submitted Inquiries:

Question	Answer
Can you share the budget details for this project?	Please be advised that it the longstanding policy and practice of the Purchasing Department not to disclose budgets for projects which are subject to competitive bidding or requests for proposals.
Would the City of Stamford recognize other ERP references with similar Scope of Work?	No, we are only accepting Oracle Fusion ERP references.
The RFP states that you would like us to submit the "actual degrees and certifications" for the proposed personnel. Do you mean that you would like us to provide the specific degrees and relevant certifications attained by each proposed individual, or are you requiring scanned copies of actual certificates?	The selection committee will select a short list of Proposers using the above criteria. Those short listed proposers will be asked to make a virtual presentation on their company qualifications, staffing, experience, ability to meet the RFP requirements and price.
Will the City consider a one to two week extension to the August 14 due date?	Please see Addendum 2.
Can you please clarify whether you require 5 or 3 references? Both numbers are stated in the RFP.	Please provide 5 references.
Does the City prefer that the Required Submission documents (Contractor's Statement, Non-Collusion Affidavit, etc.) be separate attachments, or will the City prefer that they be included in a "Section 6" of the main proposal response document?	Please include them in the main proposal document.
1) How many banks do you use? How many bank accounts do you have with each?	14 Banks, Bank account number varies by bank.
What is your total number of leased assets?	39 leases, that includes the lessor and lessee.

Under "Organizational Background, Committed Staff, and Experience" of the "Proposal Instructions" section is the following language: Copies of degrees or relevant certifications must be included. Is the City referring to educational degrees in this requirement?	The selection committee will select a short list of Proposers using the above criteria. Those short listed proposers will be asked to make a virtual presentation on their company qualifications, staffing, experience, ability to meet the RFP requirements and price.
At various times in the RFP, we are instructed to provide 5 references per each scope. However, the "References" section under "Proposal Instructions" asks for three. How many total references should we provide to the City? Can we use the same references for multiple scopes?	Please provide 5 references. If reference applies to different scopes, you may use the same reference.
Is the fee proposal to be included in our technical proposal or should our fee proposal be provided separately? If it is to be included separately, what file format should be used?	Please include the fee proposal in the technical proposal.
What file format should be used to submit our responses (doc, PDF, excel, etc.)?	PDF is preferred.
What is the volume of tickets per month or year?	About 250 tickets per year.
Can you please share a list of all current open tickets?	Please see attachment.
Is the city using Oracle Integration Cloud?	The City is currently using Oracle Integration Cloud.
Is the city encountering any challenges with the current system?	Yes, the City is encountering challenges with the current system.
What is the timeline to implement Cash Management and Lease Accounting?	The city would like to start implementing Lease Accounting and Cash Management in late fall or early winter.
Has the city implemented Redwood Requisition?	Yes, the City is live in Redwood Requisition.
Is the city open to having some support tasks handled by an offshore team?	Stamford's preference is for support staff to located in the United States
What system is the city using for HCM?	Ceridian Dayforce
How many hosted named users does the City have for the implemented Oracle ERP Fusion Cloud solution?	The City does not have hosted named users for the implemented Oracle Fusion Cloud.
How many banks are you looking to utilize for the cash management module?	14, is possible
How many banks are you looking to interface with to bring in the electronic bank statement (BAI2)?	14, unless there are limitations by the banks.
How many operating accounts that require auto recon (AP transactions to BAI2, AR transaction to BAI2)?	2 Operating accounts.
Do you have zero balancing accounts? Do you have interest and fees that come through bank statement?	Yes for both.
Do you want to utilize the 5-day cash forecast and positioning in Oracle cloud CM.	Yes.
Has City of Stamford started its migration to Redwood? If so, what pages have been transitioned to Redwood in production?	Yes, the City has started migrating to Redwood. Currently, only Responsive Self-Service Procurement has been implemented.
Is the requisitioning process applicable for both expense, inventory items and services?	The requisitioning process is applicable for both expenses, inventory, and services.
Do you capture supplier item codes in the requisition?	Requisitioners enter an appropriate 5 digit NIGP commodity code for each item in a requisition.
Is there an approval hierarchy for requisition approvals? Please give details of approval limits and the workflow processes (if any).	The approval hierarchy for requisitions is triggered by the department's cost center. All requisitions have 3 levels of approvals. 1st level are 2 employees in the department,

	2nd level is the department's supervisors/managers, and the 3rd level is 2 controllers' office managers.
Do you use budgetary controls for requisitions?	Yes, we use budgetary controls for requisitions.
Do you use supplier punch-outs? If so, who?	Yes, the City uses ODP, Grainger, Amazon, Staples, WB Mason, and School Specialty punch-outs.
Do you use a formal sourcing or supplier qualification process?	Not at this time.
Do you allow for surrogate bidding? If so, what does that process look like for your organization?	Rarely and not a custom the City likes to adopt. We'll receive the bid documents from the supplier (bidder), via email or any other acceptable way, and add them to the system on their behalf.
What type of supplier price agreements are in place? (effectivity dates, metal markets, price breaks, freight)	The majority of Stamford's agreements are lump sum/fee for service or on-call/unit price for a specific term.
Do you plan to track supplier quality, including supplier scorecards?	The City does not currently have a supplier review process/scorecard.
Describe your trading partner communication methods (Email, EDI, etc.)	Email is the primary communication method.
Do you plan to leverage a Supplier Portal / grant system access to suppliers?	The City is actively using the Supplier Portal in Oracle Fusion Cloud.
"What is the expected daily/weekly volume for the following transactions: -Creation of New Inventory Items -Requisitions -Purchase orders -Purchase order receipts -RMA (Return Material Authorization) Supplier Returns"	Review Oracle transaction Console.
What is the City's redwood adoption plan? Will the expectation be that redwood migration activities will be covered under support services?	The City's adoption of Redwood will be based on Oracle's release dates and the City's fiscal year start and end date.
How many leases do you currently have?	39 current leases, including lessor and lessee
Are any leases revenue generating?	Yes, 9 are revenue generating.
Do you foresee becoming self-sufficient over time, or will you require sustained engagement and ongoing support?	We foresee becoming self-sufficient.
Please outline any applicable restrictions on utilizing offshore resources.	Stamford's preference is for support staff to located in the United States
How do you distinguish between "support services" and "system support"? (This clarification will inform our response to Evaluation Criteria D: Pricing.)	System Support might be limited to the Oracle ERP system like assistance with a system function, while support services may include end user support.
Are there any constraints related to the timeline to start and complete this work (e.g., the selection must be completed by December 31, 2025)?	No constraints related to the timeline.
Would you like us to develop custom reports, or would you prefer assistance leveraging Oracle's seeded (out-of-the-box) reporting capabilities?	We would like assistance developing custom reports.
We are interpreting testing services as quarterly upgrade support - is that correct?	Under System Updates and Patch Management testing can be interpreted as quarterly upgrade support, under Implementation testing can be interpreted as configuration testing.
What is the timeline of this project?	The timeline for the full project is undetermined.
What is the intended timeline / go live for the new implementation services?	Intended timeline for new implementation is late fall.

Do you have OIC (Integration Cloud) or other middleware platform currently in existence? We would like to understand your integration and reporting platform	Besides OIC the other middleware platform currently in existence is GoAnywhere and Ceridian/Dayforce.
What are the expectations of the on-going system update/monitoring management for the awarded firm?	The awarded firm is expected to provide comprehensive and proactive ongoing system update and monitoring management services to ensure the ERP system remains secure, reliable, and up-to-date
What is the budget for this project, assuming the City has decided on it?	Please be advised that it the longstanding policy and practice of the Purchasing Department not to disclose budgets for projects which are subject to competitive bidding or requests for proposals.
Is there a page limitation for this RFP?	No.
We have assisted many municipalities of similar size, and we understand that It can be difficult to meet the staffing demands of overlapping project work streams (e.g., financials, utilities billing, HR, payroll, permits and licenses, etc.). Does the City have a preference to take more of a “big bang” approach with modules being implemented all at once, or a staggered approach in which the module implementations are segmented out?	We would take a staggered approach.
Is there an incumbent vendor that has already performed any preliminary work for this project? If so, are you able to share the name of the firm and a general description of the work that was performed?	Yes, before go-live, Sierra Cedar and ISG worked with the City to implement Oracle. Since go-live, Oracle Consulting has assisted with post-production support.
esumes for our consultants are generally several pages. Will the City accept them in an Appendix at the end of the proposal document or in a separate file that does not count towards the XX-page limitation?	The selection committee will select a short list of Proposers using the above criteria. Those short listed proposers will be asked to make a virtual presentation on their company qualifications, staffing, experience, ability to meet the RFP requirements and price.
Could you please confirm the expected term or duration of the contract for this RFP? Base Years and Option Years	The expected term is 3-5 years with the possibility to extend.
We noticed a discrepancy regarding the number of references required: the 'References' section mentions three (3) references, while the 'Qualifications' section specifies five (5). Could you please confirm which is correct?	Please include 5 references.
Are there any restrictions on utilizing project resources based in Global Delivery Centers outside the United States? Specifically, would the City be open to offshore resources delivering any portion of the services outlined in this RFP?	Stamford's preference is for support staff to located in the United States
"Ticket volume - Kindly provide a breakdown of ticket volume for the past one year, categorized by: Record Type (Incidents, Service Requests, and Problem Records), Severity Levels, Functional Modules Issue Categories (e.g., Performance Issues, Data Fixes, User Errors, Program Bugs, Customization Defects, etc.). This data will help us assess support trends and optimize resource planning."	Please see attachment.
What is the support model required e.g 24X7, 24X5, 8X5, 16X5 etc.? In case of model other than 24X7, what is the preferred time slots and time zones of support required?	Support model is 8x5. 9 am - 5 pm EST time.

Is there any custom module/application in scope for support for vendor? If yes, please provide business process & technical details of same.	Fresh services as needed.
How many instances are in scope for support?	We have 1 instance. Test/Dev instances are available for testing.
What are the current and expected SLAs for tickets of different severities? Please provide SLA's for response time and resolution time. Does the SLA time considers the total elapsed time or only the actual time the incident has been worked upon by the vendor?	High priority 48 hours (based on business hours), Lower priority 5 business days.
Is there any Oracle Cloud localization deployed? If yes, please provide listing of the same.	The data center is located in Northeast, Ashburn. No on-premise data center.
Please provide the period close cycle e.g. AP on Day 1, GL on Day 3 etc. Is it same for all ledgers? If no, please provide period close cycle of each ledger.	There isn't a set period close cycle at the moment.
Could you please provide details on transaction volumes for the last 1 year for below :- GL Manual journals PO's Payables Invoices payments Expense reports processed AR Invoices AR Receipts Bank statements load frequency for different bank accounts	GL - about 3,400 PO's - about 17,400 AP Invoices - about 27,800 Payments - about 11,800 Expenses - about 3,750 AR Invoices - about 15 AR Receipts - about 10,200
Please provide list of custom components (CEMLI's)? Also please provide complexity (in terms of simple, moderate and complex) of these CEMLI's.	Custom patching and Oracle support (service request).
Can you please share architecture diagram or system appreciation diagram showing the technical flow for inbound/outbound interfaces and integration with upstream and downstream systems (if any) for each of the modules? This will help in estimating the size of the application.	These are not currently available.
Is batch job monitoring/tracking in scope for support? If Yes, Can you provide a list of critical batch jobs that which will have a major impact on the system if not executed and need to be monitored closely (If any)?	Please see attachment.
Are there any third party tools integrated with Oracle Cloud which are in scope for vendor - for example scheduling tool, FTP tool, Vertax, Reconciliation tool etc.	GoAnywhere MFT, Dayforce/Ceredian
Can you consider the extending the submission date by 3 weeks?	Please see Addendum 2.
Can you provide a list of labor categories for the rate card submission?	Please see evaluation criteria in RFP.
Will selected vendor(s) be expected to support both City of Stamford and Stamford Board of Education under the same contract?	Yes.
Can you please clarify if the City and the Stamford Board of Education share a common Oracle Fusion instance, or if they are configured separately with distinct setups and data?	Both the City of Stamford and Board of Education share the same Oracle Fusion instance, they both are under the same General Ledger. Funds and Cost Centers distinguish the organizations.

Can you confirm if the City intends to select a single vendor for all services (support, updates, and implementation), or split by category?	It may be split by category and Oracle Fusion module depending on vendors' strengths and weaknesses.
Please confirm if all listed Oracle Cloud modules (GL, AR, AP, etc.) are currently in use and require full lifecycle support.	Modules listed under Support and Troubleshooting may require full lifecycle support.
What is the current timeline that city is looking for implementing Cash Management and Lease Accounting modules?	Late fall/ early winter.
For Cash Management and Lease Accounting, has any initial analysis, requirement gathering, or pre-configuration work already been completed?	Requirement gathering has been done for Lease Accounting only.
Will vendors have access to test environments with production-like data for regression and quarterly update testing?	Yes, the selected vendor(s) will have access to the test environments with production-like data.
Are all integrations listed (e.g., Ceridian, Amex ACH) currently active and stable? Any known or recurring issues we should account for?	Most integrations are active and stable. The integration between Ceridian-PPM-Oracle is a concern because it causes multiple errors.
Are the data formats, mappings, and specs for the listed integrations (e.g., Ceridian, Amex ACH, Community Pass) available for vendor onboarding?	Yes, the documentation can be provided.
What are the expected SLA benchmarks for response and resolution times across support tiers (e.g., high, medium, low priority)?	High priority 48 hours (based on business hours), Lower priority 5 business days.
Can you confirm the expected business hours and time zone for support coverage, and whether you have any target SLA metrics (e.g., response/resolution times by priority)?	The expected bussiness hours and time zone for support would be: Monday through Friday 9 am - 5 pm EST time.
As per the RFP, our understanding is that the implementation was completed in March 2023. To help us better analyze the nature and volume of support requirements, could you please share the ticket dump for the past year?	Please see attachment.
Are there any additional security or data residency protocols apart from those listed (e.g., data must stay in continental U.S.)?	ERP and cloud access must be approved. Data must stay in continental U.S.
What are the defined business hours during which vendor support must be available?	Monday through Friday 9 am - 5 pm EST time
What is the preferred window for performing quarterly updates (e.g., specific months, blackout periods)?	Preferably within the time Oracle pushes the updates to our test/dev environments. This would be quarterly 2 weeks prior to productions environments.
Does the City currently maintain any internal test scripts or regression packs, or should the vendor create a complete suite from scratch?	The city has some test scripts but not for all modules. Some of the test scripts might need to be updated.
Will vendor staff be given VPN access or rely on remote desktop/citrix methods?	As needed, with approval.
Is formal documentation and end-user training expected for every enhancement/change request?	For enhancements that will change a process, formal documentation and end-user training will be expected.
Are there any defined KPIs or success metrics for post-production support activities?	No, the SOW lists defining KPIs as an objective for this project.
For time & material support: should we propose blended rate or role-based hourly rate (e.g., consultant, lead, tester)?	You may propose a blended rate.

Our understanding is that, for the Support Services, the bidder is expected to propose a fixed rate card by role. The effort and cost will be computed based on the actual ticket hours logged. This does not appear to be a fixed-price model tied to a defined number of monthly tickets, nor a fixed-scope model requiring dedicated resources to be deployed exclusively for this project. Kindly confirm if our understanding is correct	If the proposer doesn't provide fixed-priced model, please provide time and material rate.
Our understanding is that the RFP does not prescribe a specific pricing template, and bidders are expected to submit their pricing in a format of their own, aligned with the pricing requirements outlined in the RFP. Kindly confirm if our understanding is accurate	Yes, that's correct.
Will training for modules like Lease Accounting need to be conducted in person or can it be remote/virtual?	Open to either approach.
Will vendors have access to existing documentation like configuration workbooks, interface specs, and test scripts?	Yes, the documentation can be provided.
Are integration mapping documents and field-level specs available for each third-party system listed?	For most integrations, the mapping and specs can be provided.
Will separate contracts for support, testing, and implementation be scored independently or weighted together if submitted jointly?	Will be scored independently.
Will any onsite presence be required during implementation or go-live phases of Cash Management and Lease Accounting?	Not necessarily.
Will the City assign a designated project manager and SME(s) for implementation and testing collaboration?	Yes.
Do you have a preferred reporting tool (e.g., OTBI, BI Publisher, custom Excel outputs), or should vendor recommend/report formats?	We are open to recommendations.
Is there an internal change management plan or should the vendor propose one, particularly for upcoming module implementations?	The vendor should propose.
Are there any custom objects, extensions, or workflows already built in the Fusion environment that vendors will need to maintain or enhance?	Yes.
Does the City use any existing ticketing/tracking systems (e.g., ServiceNow, Jira) for issue management, or should vendor propose one?	Yes, the city uses Freshworks to track help desk tickets.
After thorough review of RFP, we presume that there are no mandatory goals like MBE, DBE, WBE or SLBE to participate in this RFP. Please confirm	No set aside requirements for this RFP.
Is there any page limit for proposal submission?	No.
Shall we include a subcontractor to fulfill the MBE/DBE/WBE participation requirement? If so, could you kindly share a list of recognized certification agencies or provide a portal link to help identify potential certified subcontractors?	No set aside requirements for this RFP.
Please confirm whether digital signatures are acceptable for the proposal submission and related documents.	Yes, but proposers must follow notary requirements on all forms to be uploaded.

Kindly confirm if we may include both government and private client references from our global portfolio as part of our proposal references submission.	Government clients are preferred but both government and private clients will be accepted.
Are there any advantages in the evaluation process for local vendors?	No.
We kindly request confirmation on whether we may include sample resumes in our proposal response, with the intent to provide detailed resumes during the contract finalization stage.	The selection committee will select a short list of Proposers using the submitted criteria. Those short listed proposers will be asked to make a virtual presentation on their company qualifications, staffing, experience, ability to meet the RFP requirements and price.
We presume that subcontracting goal is not mandatory for the RFP. Please confirm	Vendors submitting proposals to this RFP may not utilize the service of subcontractors without the prior written approval of the City of Stamford. If sub-contractors or partners are planned to be used, this should be clearly explained in the response. The prime contractor will be responsible for the entire contract performance whether or not a sub-contractor or partner is used to perform. Under this RFP, the City of Stamford retains the right to approve all partners or sub- consultants.
Could you please confirm the term of the contract for below services. 1. Support & Troubleshooting Active Modules 2. Module Implementation and support. 3. System Updates and Patch Management	Support & Troubleshooting Active Modules and System Updates and Patch Management term may be 3-5 years. Module Implementation and support, the goal is to start configuration in the late fall, early winter and go on until fully implemented.
Kindly confirm whether signed addenda are required to be submitted along with our proposal response.	A proposer's information and acknowledgment form has a section for Addenda Acknowledgement and must be submitted with all proposals
Could you please provide the tentative project start date?	Late fall/ early winter.
Could you please provide the approximate project budget?	Please be advised that it the longstanding policy and practice of the Purchasing Department not to disclose budgets for projects which are subject to competitive bidding or requests for proposals.
Kindly confirm whether the technical and price proposals should be submitted as separate documents or if they may be combined into a single submission.	They may be combined into a single submission.
To offer a cost-optimized solution, we propose a resource delivery model comprising Onsite (Remote) and Offshore (based in India) support. Kindly confirm if this approach is acceptable.	Stamford's preference is for support staff to located in the United States
Kindly confirm whether a bid bond is required to participate in this RFP. If so, please provide the relevant details and requirements.	No, bid bond not required.
Our organization is certified as both an MBE and WBE by the City of Chicago. Could you please confirm if this certification meets the eligibility requirements to participate in this RFP?	No set aside requirements for this RFP.
Could you please list the forms/documents that the subcontractor is required to submit? Example: Contractor's Statement, Non-Collusion Affidavit etc,	If a subcontractor is to be used, all required forms must be submitted by the prime contractor and all subcontractors.
Could you please extend the bid submission deadline by two weeks, until Aug 28th, 2025, to allow us to prepare a comprehensive and competitive proposal?	Please see Addendum 2.
what is the % of issue distribution across the modules today in production?	Please see attachment.

1. RFP states support is required for items below. Is it the City of Stamford's intent to have the Proposer's resources execute these functions or to support city personnel when issues arise? Please clarify. a. Month-End and Year-End Close Activities b. Invoicing, Billing, Receipt Processing, and Payment Application for Accounts Receivable c. Vendor Invoicing, Payment Processing, and Reconciliation	To support personnel when issues arise.
2. There are multiple references in the RFP stating Generate Reports. Is the City of Stamford requesting the Proposer to execute reports or to design and develop reports per the city's requirements?	Design and develop reports per the city's requirements
3. How many Ledgers and Operating Units are configured in the current environment?	1 General Ledger 1 Business Unit
4. Will the SI be allowed to leverage Offshore resources to work this engagement?	Stamford's preference is for support staff to located in the United States
5. Does the City of Stamford leverage third party tax tools such as Vertex?	No.
6. How many Projects and Grants does the City of Stamford manage in a given year?	Approximately 650
7. What is the volume AR Invoice produced on a monthly basis?	AR functions may not be fully set up.
8. How is time captured for resources?	Time is captured based on the consultant's hours worked.
9. What is the volume of Purchase Orders and Payables invoice processed on a monthly basis?	PO's - about 17,400 AP Invoices - about 2,300
10. What is the total number of Assets managed by the City of Stamford?	\$290 Million
11. What tool is being leveraged for Asset Maintenance?	For asset maintenance, we are currently not leveraging any tools.
12. RFP identifies approximately 7 integrations that are currently live. How many of these have issues that need to be addressed?	1 integration.
13. Does the City of Stamford have an overall reporting strategy defined? If so, what are the components?	Not at this time.
14. Has the City of Stanford defined a backlog of production tickets and other challenges that require resolution - What is the current backlog? What is the breakdown of enhancements vs broke-fix items?	Please see attachment.
15. How many of the broke-fix items are considered high priority?	Please see attachment.
16. What is the expected level of engagement of CITY OF STAMFORD personnel to support this engagement?	Fully engaged.
17. Will the City of Stamford assign a Project Manager for this engagement?	Yes.
18. Is there an identified start date for this initiative?	No specific date, late fall/early winter.
19. Is there a Minority Owned Business Requirement for this initiative?	No set aside requirements for this RFP.
20. Based on our experience with this industry and these types of RFP's, we typically see the EPM module also being implemented, should that be added to the list of additional applications?	The city is not implementing EPM through Oracle Fusion.

Will the City strike the requirement to provide copies of degrees or relevant certifications? Many degrees are quite old and have been misplaced over the years.	The selection committee will select a short list of Proposers using the submitted criteria. Those short listed proposers will be asked to make a virtual presentation on their company qualifications, staffing, experience, ability to meet the RFP requirements and price.
1. In the RFP Overview, it mentions that the response will include functional and technical requirements. Is there an expectation to define requirements for modules already implemented?	Requirements for modules already implemented are under "Support & Troubleshooting Active Modules.
Is the City currently utilizing (live on) functionality from each licensed module?	Yes.
How have quarterly updates been evaluated/implemented since go live in March 2023?	Updates are reviewed and addressed individually depending on the impact on the City's live instance.
Does the City currently utilize a ticketing/incident management system that will continue to be used for support issues?	Yes, the city uses Freshworks to track help desk tickets.
In the support services section of the RFP, most of the modules mention "Generate Reports" as part of the support scope. Does this mean the vendor will be responsible for running certain reports, configuring delivered reports, or developing custom reports?	Configuring delivered reports or developing custom reports.
In the support services section of the RFP, most of the modules mention "Module modifications" as part of the support scope. Is this referring to configuration changes to existing functionality for issue resolution, implementing additional functionality, or both?	It can be both, and if Oracle pushes module redesign, that would be included as well.
In the Module Implementation & Support section of the RFP, under Cash Management, it mentions gathering requirements from Treasury, Finance, and Accounting. Are there currently any detailed requirements for the Cash Management implementation?	Yes.
In the Module Implementation & Support section of the RFP, under Lease Accounting, it does not mention gathering requirements. Are there currently any detailed requirements for the Lease Accounting implementation?	Yes.
Is there a specific timeline or go-live date planned for Cash Management and/or Lease Accounting modules?	No, looking to start in late fall/early winter.
What banks does the City currently use that would be integrated as part of the Cash Management implementation?	Bank of America, Wells Fargo, Chase, Webster, M&T, STIF, TD Bank, Bankwell, US Bank, Stamford Credit Union, Patriot, First County Bank, Northern Trust, Principal
How many and what Oracle environments/instances does the City have (Prod, Test, etc.)?	1 live, 1 test, 4 dev instances.
In the Proposal Instructions section, under the References sub-section, are these references referring to the individual key resources proposed (discussed in the prior sub-section) or for the vendor company as a whole?	Proposers must provide the names and contact information of five (5) references you have provided similar service to during the past 5 years. The City of Stamford may wish to call each reference.
When is Stamford seeking to begin the contract for Oracle Cloud support services? What is the desired contract duration for all services in the RFP?	Start estimate is late fall/early winter, duration can be 3-5 years.
Does Stamford have its own ticketing system that will be used for support services or is the City seeking the implementer to provide?	Yes, the city uses Freshworks to track help desk tickets.

What is the City's current team structure and roles in supporting Oracle ERP Cloud today?	The City has a project manager and a functional lead per module(s).
How many hours of support are you currently receiving annually from the current SI?	Support hours vary.
Reference: In the Qualifications section, pages 9-10, each of the three subsections (Support Services Qualifications, Update Service Qualifications, and Implementation Service Qualifications) includes a requirement to provide five references from clients. In the Proposal Instructions section on page 13, there is a requirement which states, "Proposers must provide the names and contact information of three (3) references the City of Stamford may call." Question: Can the City please clarify the number of references required in the proposal response?	Please provide 5 references.
Reference: In the Proposal Instructions section on page 12, there is a requirement in the Organizational Background, Committed Staff and Experience" subsection which states, "Copies of degrees or relevant certifications must be included." Question: Can the City confirm that vendors do not need to provide actual copies of degrees and certifications each proposed staff member possesses, and instead should state the degrees and certifications each person possesses?	The selection committee will select a short list of Proposers using the submitted criteria. Those short listed proposers will be asked to make a virtual presentation on their company qualifications, staffing, experience, ability to meet the RFP requirements and price.
Reference: The Support & Troubleshooting Active Modules section includes information on Integrations and Interfaces on pages 5-6. Question: What tool is the City currently using to manage these integrations?	The City uses GoAnywhere (REST, SFTP, ETL), Oracle SFTP, and Oracle Integration Cloud.
Reference: The Pricing portion of the Evaluation Criteria states the following on page 14: "Professional services must include firm-fixed price for testing services and defined rates and estimated costs for system support." Question: The request for a firm-fixed price for testing is clear. Can the City please clarify what is meant by, "defined rates and estimated costs for system support," given that the preceding item under Pricing requires vendors to provide, "an hourly rate for the various levels of professional staff" for "Support Services?" Does the systems support rate pricing requested under "Testing Services" differ from the support rate pricing requested under "Support Services?"	Support services under "Testing Services" refers to support services required for testing and validating system updates and patch management.
Reference: N/A Question: Can the City please provide the preferred duration (term) of the contract?	Duration not determined, but can be 3-5 years.
1. Is there an approved or estimated budget for this contract? If so, can it be disclosed?	Please be advised that it the longstanding policy and practice of the Purchasing Department not to disclose budgets for projects which are subject to competitive bidding or requests for proposals.
2. Are vendors required to submit a not-to-exceed cap or pricing ceiling?	Firm fixed price for testing and implementation services and hourly rate for support services.

3. Will time-and-materials billing be accepted, or does the City prefer fixed-price agreements?	Time and material is acceptable.
4. Will the City consider milestone-based payment schedules?	Yes.
5. Is this a multi-award contract or will only one vendor be selected?	This will be determined by the selection criteria.
6. Will the awarded vendor(s) be precluded from bidding on future Oracle ERP projects?	At this moment there are no future ERP projects planned.
7. Will oral presentations or interviews be part of the evaluation process?	The selection committee will select a short list of Proposers using the submitted criteria. Those short listed proposers will be asked to make a virtual presentation on their company qualifications, staffing, experience, ability to meet the RFP requirements and price.
8. Is there any local or regional preference (e.g., Stockton-based vendors or CA-certified SB/DVBE)?	Preferably anywhere in the United States.
9. Are there any DBE/MBE/WBE/SBE participation goals?	No set aside requirements for this RFP.
10. Will preference points be awarded for certified disadvantaged businesses?	Not applicable to this RFP.
11. Is remote work permitted for all tasks, or are there specific deliverables that must be completed onsite?	Remote work is acceptable.
12. Will offshore (non-U.S.) resources be allowed to work on this project?	Stamford's preference is for support staff to located in the United States
13. Are there any City policies that prohibit the use of offshore development or support services?	No
14. If offshore work is not allowed, are nearshore (e.g., Canada, Mexico) teams acceptable?	Stamford's preference is for support staff to located in the United States
15. Are there data handling or residency rules that restrict where data can be accessed from?	No, but the city prefers domestic access.
16. Will remote access be provided for production and development environments?	Yes.
17. Are background checks or specific clearances required for offshore or remote personnel?	No.
18. Is there a current or past vendor providing these services?	No.
19. If so, what is the name of the incumbent vendor?	NA
20. What was the prior contract value and duration?	This is a new request for service.
21. Is the current vendor eligible to rebid?	Prior and existing service providers are able to respond.
22. Has the City been satisfied with the incumbent's performance?	NA
23. Will the City share the incumbent's current contract or pricing information upon request?	NA
24. What is the current Oracle ERP version and hosting model (e.g., on-premise, cloud, hybrid)?	25C, Oracle Cloud.
25. Is the Oracle ERP solution hosted by the City or by a third-party vendor?	Oracle ERP solution is hosted by Oracle.
26. Are any integrations in place with third-party systems (e.g., HRIS, payroll, banking)?	Yes.
27. What middleware, ETL, or integration platforms are used?	Oracle Integration Cloud (OIC), GoAnywhere, and Ceridian/Dayforce.
28. Are any current modules heavily customized?	All modules have some customizations, but not heavily.

29. Are there plans to migrate to Oracle Cloud ERP (Fusion) during this engagement?	The City is currently on Oracle ERP Fusion.
30. Is there any legacy system support required in parallel?	No.
31. Can the City prioritize the top 3 immediate goals of this consulting engagement?	1. Support & Troubleshooting active Modules 2. Module Implementation 3. System updates & Patch Management.
32. What recurring pain points or challenges does the City face with Oracle ERP?	PPM module and reporting.
33. Will the scope include both support and enhancement work?	Yes
34. Does the City anticipate any system upgrades or module expansions in the next 12 months?	Yes.
35. Are there mandatory deliverables or SLAs that must be adhered to?	SLA's will be established with the selected supplier.
36. How many full-time internal staff currently support the ERP system?	14 Staff Members
37. Will City staff be available to collaborate during standard business hours only, or is after-hours work permitted?	Business hours only.
38. Will the vendor be responsible for training City staff? If so, is there a preferred format (on-site, virtual, documentation)?	Yes, the supplier will be responsible for training the city staff. All methods are acceptable.
39. Will the City assign a dedicated project manager or point of contact for this engagement?	Yes.
40. Will sample deliverables or case studies from past projects improve scoring?	The selection committee will select a short list of Proposers using the submitted criteria. Those short listed proposers will be asked to make a virtual presentation on their company qualifications, staffing, experience, ability to meet the RFP requirements and price.
41. Are there mandatory forms or certifications not listed in the RFP attachments?	The selection committee will select a short list of Proposers using the submitted criteria. Those short listed proposers will be asked to make a virtual presentation on their company qualifications, staffing, experience, ability to meet the RFP requirements and price.
42. Are resumes required for all proposed personnel, or only key roles?	Proposers shall submit an organization chart that includes all key personnel who will be responsible for providing services to the City of Stamford. A detailed resume must be included for each individual who will be assigned or committed to working with the City Stamford. Copies of degrees or relevant certifications must be included. Resumes should highlight similar projects the individual has worked on and approximately when the work was performed. Proposer is responsible for ensuring coverage at all regularly scheduled times.
43. Is there a maximum number of pages for the technical proposal?	No .
44. Will the City allow clarifying questions about the pricing template?	Yes, clarification may be submitted up until the clarification deadline.
45. Can vendors include value-added services or out-of-scope suggestions?	Yes, but in-scope services will be used to short list proposers.
46. Are there minimum cybersecurity standards vendors must adhere to?	Supplier must fill out security questionnaire.
47. Will the City require a System Security Plan (SSP)?	No.

48. Are vendors expected to comply with California Consumer Privacy Act (CCPA) or other data privacy laws?	Suppliers are expected to comply with all Connecticut data privacy laws.
49. Will there be ongoing security audits of the vendor's work?	As needed.
50. Are background checks required for all personnel or only those with elevated access?	Proposers shall submit an organization chart that includes all key personnel who will be responsible for providing services to the City of Stamford. A detailed resume must be included for each individual who will be assigned or committed to working with the City of Stamford. Copies of degrees or relevant certifications must be included. Resumes should highlight similar projects the individual has worked on and approximately when the work was performed. Proposer is responsible for ensuring coverage at all regularly scheduled times.
51. Can the vendor propose alternative contract terms or redlines to the provided agreement?	A sample agreement follows and is made a part of these conditions. It is an example only. The actual contract submitted for your firm's signature will vary based upon the particulars of the specific bid package. The sample is for illustrative purposes only and the terms of the final contract may differ substantially.
In the sub-sections of the Qualifications section of the RFP there is a bullet point for five references, but then under the Proposal Instructions, there is a requirement to provide three references. Is the requirement to provide five references per qualification sub-section, or three overall references?	Five references per qualification.
Regarding the Sample Agreement, are you expecting responses and/or exceptions to the terms and conditions of the sample agreement as part of the submission? Or will all questions related to the terms and conditions of the sample agreement be addressed upon vendor selection and project award?	Any exception to the terms and conditions of the included sample agreement will be addressed upon supplier selection. Proposers should submit any agreement modification requests with their proposals.
Is it possible to extend the due date to August 28?	Please see Addendum 2.
Does the Certificate of Corporate resolution apply to an LLC?	No, certification as to contract signatory applies for Limited Liability Companies.
If our organization does not have a Secretary, what role will be an acceptable substitute? Are we able to redline the document to reflect that?	The corporate resolution and certification for LLCs are provided as samples and/or for proposers who do not have these documents readily available. If a proposer has a standard certification for an authorized signatory, this may be submitted in lieu of Stamford's samples; review and acceptance will be determined by the Law Dept. for the selected proposer.
Public Act 16-67 specifically states this is for applicants having direct student contact. Our employees will not have any contact with students. Please clarify the applicability of the Contractor Verification form for the City of Stamford, State of Connecticut, to this RFP.	The City of Stamford State of Connecticut Contractor Verification (in accordance with Public Act 16-67) Compliance Affidavit form is not applicable for this RFP.
Why is a notary required for many of the forms when they will be submitted electronically?	Electronic submission does not negate the need/value provided by the notary process.
Section 2 of the RFP asks for copies of degrees and certifications for the resources assigned to support Stamford. We will provide resumes for the resources which contains relevant information. Will this suffice?	The selection committee will select a short list of Proposers using the above criteria. Those short listed proposers will be asked to make a virtual presentation on

	their company qualifications, staffing, experience, ability to meet the RFP requirements and price.
Is there a specific platform that is used for integrations? Please provide the format and types of integrations implemented.	The City uses GoAnywhere (REST, SFTP, ETL), Oracle SFTP, and Oracle Integration Cloud.
Our approach to managed services is not project based but rather a shared service model for tickets with a dedicated service delivery manager, who is the direct interface with the client. This ensures a single point of contact and the highest quality of service. Is the expectation that the managed services for Stamford will have dedicated resources and be project based?	Yes.
Which application areas demand a higher level of support attention?	PPM, Accounts Payable, and Expenses
What specific pain points need to be addressed immediately upon the start of support services?	AR invoicing to PPM, PPM module.
Which integrations require the most attention to maintain?	Payroll interface
Regarding Oracle quarterly updates, does Stamford currently have test scripts to cover all business processes and application functions?	The city has some test scripts but not for all modules. Some of the test scripts might need to be updated.
Is there currently a managed services provider engaged that the new provider would need to work with through transition of services?	New supplier would work with City employees directly.
Are there configuration and set-up documentation available to assist with the knowledge transfer process to a managed services provider?	Yes.
Are there any requirements regarding where support resources are located (US, India, etc.)?	Preferably anywhere in the United States.
Will all support hours be within the time zone where the City of Stamford is located?	Yes.
Does Stamford currently use a ticketing system to track support requests and if yes, which ticketing system is it?	Yes, fresh services.
How many instances/pods does Stamford currently have of the Oracle applications?	1 production environment, 1 test environment, 4 dev environments
How many end-users are there for each of the Oracle applications?	Around 4,000.
How is the internal structure set up for end-users to get support? Does Stamford have internal Super Users or Business Analysts in each business area to triage support questions that come from the end-users?	The city has a functional lead for every module in Oracle.
Is it possible to get a diagram of the anticipated or expected support flow from the end-user to managed services?	Yes.
How many bank and bank accounts will need integration?	Bank account number varies by bank.
Please provide historical information regarding the number of support tickets logged each month that the provider will need to address.	Please see attachment.
How many leases and what types of leases? Are they revenue generating, cost/payment, etc?	39 current leases, including lessor and lessee. 9 are revenue generating.
Does the City have preferred start and end targets for the cash management and lease functionality?	Start estimate is late fall/early winter.

Will the City award a single contract or multiple contracts? What criteria will influence this decision?	Depending on the results from the evaluation criteria found in the scope, the City may award one or multiple suppliers.
What is the expected Period of Performance for each service (Support, Testing, Implementation) and for the overall project engagement?	Start estimate is late fall/early winter and may last up to 5 years or more.
Is offshore staffing acceptable for any of the services? Is this engagement considered staff augmentation for the City?	Stamford's preference is for support staff to located in the United States
What are the key business objectives driving the implementation of Cash Management and Lease Accounting?	Ensuring sufficient liquidity, optimizing cash flow, improving financial visibility and accuracy.
Are there known customizations in existing Oracle modules (e.g., Financials, Procurement, Fixed Assets) that could affect the implementation?	No.
Were best practices introduced during the original implementation? Have they been adopted or evolved?	Some best practices were introduced and some have been adopted.
Are KPIs in place to evaluate the performance of Oracle Fusion?	No, the SOW lists defining KPIs as an objective for this project.
Are dedicated internal resources assigned to manage the ERP system? If so, how many?	Yes, 1 project manager and at least 1 financial lead per module.
Can the City provide metrics on support ticket volume over the past year, including a breakdown by module?	Yes.
What tools or systems does the City use to manage support tickets?	Fresh services to track tickets.
Are test automation tools currently in use, or should vendors propose tools?	Supplier should propose.
Are existing test scripts or documented business processes available for regression testing?	The city has some test scripts but not for all modules. Some of the test scripts might need to be updated.
How many testing/non-production environments are available, and what is the standard process and timeline for environment refreshes (e.g., P2T)?	1 production environment, 1 test environment, 4 dev environments. Dev environments get refreshed every other month.
How many third-party system integrations exist today, and what types of integration issues occur monthly?	7 Integrations.
Will integration support be limited to Oracle touchpoints, or does it extend into third-party application troubleshooting?	Limited to Oracle touchpoints.
How many bank accounts and banking partners will be included in Cash Management?	14 Banks, Bank account number varies by bank.
What types of bank integrations are needed (e.g., BAI2 file imports, positive pay, payment files)?	Undetermined.
How many leases will need to be loaded into the Lease Accounting module, and in what format is this data currently stored?	39
Is the lease data centralized and readily extractable?	Yes.
How many super-users and end-users will require training for the new modules?	TBD.
Is additional training needed to resolve recurring issues or improve adoption?	Yes.
How many reports are currently in use (Custom, BI Publisher, OTBI, FRS, etc.), and are new reports needed due to unmet needs or new requirements?	Undetermined, new reports are created constantly. Yes, new reports will be needed due to unmet needs or new requirements.

Does "generate reports" mean building new reports, training users, or both? Are other reporting tools in use or preferred?	Both. There is no preference.
"On an as-needed basis" - What would be the heads-up/time provided to SI's to fulfill a position for any on-demand support and optimization services requirements? Will the position be flashed to all empaneled vendors for fulfillment ?	The project manager will notify the selected supplier.
Do you have any preferred choice for test automation tool? If yes, have you procured the required licenses?	No.
Are you open for an SI to propose an automation tool for quarterly patch & regression testing ?	Yes.
Do you have requirements to deliver major and minor enhancements as part of support services?	No.
Please let us know how do you differentiate major Vs minor enhancements in terms of efforts (person hours)?	Major vs minor enhancements are defined by the effect the enhancement will have in our environment. Supplier should determine the efforts required based on the enhancement.
Can you please highlight the modules where there is a significant pipeline of enhancement? Do you maintain calendar for delivering major enhancements and take up minor ones as part of BAU support services?	PPM module and reporting. No.
Can you please share the enhancement/improvement calendar if it exists for all implemented modules?	Undetermined.
Can we get an understanding of minimum number of hours of support by module per month?	Time will differ depending on the issues reported.
Is Gov open for a fixed priced managed service model for support track?	Yes.
For Support and optimization services - Can you please clarify on time zone, geographies, needed support coverage (24*7, 8*5 etc.), location, language requirements in detail?	Support model is 8x5. 9 am - 5 pm EST time English language.
What is the middleware in use currently ? Whether Oracle Integration Cloud (OIC) has been licensed and leveraged for integration/interface requirements ?	Besides OIC the other middleware platform currently in existence is GoAnywhere and Ceridian/Dayforce.
Please elaborate on the Fusion Modules which are already on Redwood ?	Requests and Receipts.
Do you need assistance for Redwood roll-out for Oracle Fusion ERP modules or do you have this initiative in roadmap?	Will require assistance.
Will Redwood implementation be on-demand or it would be taken up by the existing support with additional resources ? Please clarify the expectations?	On-demand.
What is the end-user and super user count for training requirements? As per our understanding, training services would be limited to the implementation of new modules?	Count can be 1-3 employees, depending on how many financial leads (super users) are assigned to each module. Financial leads will train end-users.
Is Gov fine with " Train the trainer" approach where SI would train identified super users across all tracks/functions and end-user training would be delivered by trained super users?	Yes.

For SaaS and Cloud applications, Its Oracle's (product vendor) responsibility to maintain data encryption at rest and data residency within US (typically provided by local cloud data centers) hence it would be out of scope for competing SLs. Please clarify if you have any other expectations on these services.	Yes.
Please confirm if the Oracle Fusion is hosted on public (or) Gov cloud?	Public.
What are the expectations on encrypting data at movement for e.g., data exchange through interfaces?	Similar to what is currently in place.
What are the expected SLAs to deliver support services ? Can Vendor propose the SLAs as part of the proposal?	Yes supplier can propose.
Please elaborate on the expected team deployment model. Can we propose 100% offshore model? If no, whether City would be fine with Hybrid (Onshore/Offshore) model of delivery for Implementation, Support and Testing services. Please clarify.	Stamford's preference is for support staff to located in the United States
Does City have any listing for required support related roles with experience range and preferred locations ? This is needed as Support services pricing need to proposed on hourly rate basis.	Stamford's preference is for the support staff to be located in the United States; it is expected the proposer will provide support staff with a sufficient experience range to address our needs. It is anticipated the experience range will vary depending on the module.
Which treasury application is in use currently ? With the implementation of Cash Management module in Oracle Fusion, where treasury related transactions would be maintained ?	We currently do not have a treasury application; transactions are done manually.
How many Development/Test (non-production) Instances are currently subscribed by City?	1 production environment, 1 test environment, 4 dev environments.
Provide approximate number of Self Service Users. Does contract employees have access to self service actions?	number of users?
Please provide the AS - IS Oracle Applications landscape in terms of Architecture Diagram along with Integration touch points, for better understanding.	Currently not available.
Please share at a high level, the Org Structure details - Number of Legal Entities, Business units, Chart of Accounts, Nr. Of Employees, Geographic locations of operation to get an understanding of your Enterprise.	1 legal entity, 1 business unite, 1 chart of accounts, give or take 4k users , located in northeast.
Do you have any inflight projects that are in progress currently. Do you expect vendor to take over any inflight projects ? if yes, kindly provide the details.	No "inflight projects"
Please specify the Ticket /Service Request Volumes, Ticket priority distribution for Oracle applications for the past one year.	Please see attachment.
Please provide the Number of Custom Reports that are enabled currently across modules? If yes, are they developed on BI Publisher?	Undetermined, new reports are created constantly on BI Publisher and OTBI.
We assume that L1 Support (Service Desk) is out of scope for support services. Please confirm.	Out of scope, the City has a helpdesk in place. Supplier will receive ticket info.
Vendor expects proper documentation is available for the current system processes & they are up to date. Please confirm.	Some documentation is available.
When you refer to New modules - are you referring to Cash Management & Lease Accounting only. Please confirm.	Yes.

Kindly Specify the nature of interfaces that are enabled (File based, Rest APIs etc.).	MFT- Receives/picks up vendor data (SFTP, FTPS, REST, Network Share) > transforms data into Oracle-ready format > loads data into Oracle through SOAP calls or creates file for users to manually upload after review.
Please specify the Nr. Of Bank Integrations expected to be enabled for Cash Management ?	14, is possible
Please specify Nr. Of custom Reports to be enabled for Cash Management ?	Undetermined.
Please elaborate on the Data Migration requirements - Source System, Nr. Of Years of Data to be migrated & Master data that needs to be migrated for new module implementations?	Similar to what is currently in place.
Do you have any expected deployment timelines for Cash Management & Lease Accounting Module? Please specify.	Late fall/ early winter.
Does the City have QA team currently for testing? If yes, what is the team size, and what level of involvement/ support can be expected from them during the regression testing phases?	Yes, they are a team of 6. They can help with test scripts and assist with testing until their contract is up.
What is the size of the existing regression test suite (i.e., the number of test cases across all modules)?	Please see attachment.
Are all business scenarios documented? What tools or technologies are currently being used for test and defect management?	Not all business scenarios are documented. For test and defect management, we are usually troubleshooting with the user who is having an issue.
How many third-party applications and systems are included in the testing scope?	None.
How is testing currently conducted – is it entirely manual, or is there some level of automation in place? If automation is in place, what tools, solutions, or frameworks are being used?	Manual.
Is it mandatory to onboard sub-contractor as part of the proposed services?	Proposers should clearly identify if subcontractors will be used and provide information detailing the qualifications of any proposed subcontractors.
As the Service agreement is a sample document for now, are we expected to redline the sample document or can we expect a review process based on the subsequent steps in the process?	A sample agreement follows and is made a part of these conditions. It is an example only. The actual contract submitted for your firm's signature will vary based upon the particulars of the specific bid package. The sample is for illustrative purposes only and the terms of the final contract may differ substantially.
Do we need to provide 3 different calling reference for each of the areas of services requested in the RFP?	5 references for each of the areas of services.
Can we have an over lap of the references in the 5 references requested under each service requested?	Yes.
What is the duration of the pricing expected for the services proposed in this RFP (Support/Testing)?	Undetermined.
Who is currently supporting the Oracle Fusion ERP Cloud service — the City's internal IT team or a third-party partner?	The city's internal IT team and Oracle Consulting.
Are there peak business periods needing extended support?	Yes, 1099 prep, end of fiscal year, and start of fiscal year.
Pls share the complete list of the metrics that you would like to track for SLA measurement?	Undetermined.

What is the minimum period that you would engage a resource for application support on T&M basis (ex 3 month, 6 month etc..)	Undermined.
What will be the lead time provided to identify and engage the support resource?	When the issue is reported.
Will you require dedicated resources, or can they be shared?	May be shared.
Will the knowledge transition to the newly onboarded resources under this solicitation be handled by your team directly, or will it be managed by the existing support vendor?	By the City's team.
Does the scope of Lease Accounting Cloud, includes both Lease Expenses & Lease Revenues or just Lease Expenses? Could you also provide, on the nature of the leases (ex: Vehicle, Equipment, Building etc..)	Lease Accounting will include both lease expenses and revenue. That includes vehicle, equipment, building, and software.
The scope of the data migration is limited to the active leases, at the time of the Go-Live. Pls confirm our understanding	Yes.
How are bank payments, receipts, and reconciliations currently being managed in the absence of the Oracle Fusion Cash Management Cloud module?	Manually.
Would the standard out-of-the-box reports for Lease Accounting and Cash Management Cloud suffice, or should we consider including custom reports within the scope?	We would need to review what is included in the out-of-the-box reports.
How many months of hyper care support are expected to be included in the scope following the Go-Live of the Fusion Cash Management and Lease Accounting Cloud modules?	Undetermined.
What is the last release, that you have successfully managed quarterly update / regression testing?	25C
For SaaS environment, backup and recovery planning is typically done by Oracle OEM. Similarly for database & middleware patches as well. What are the expectations, in this regard, from new support vendor, other than comprehensive testing?	We expect archive of integrated data.
1. In the RFP Overview, it mentions that the response will include functional and technical requirements. Is there an expectation to define requirements for modules already implemented?	Requirements for modules already implemented are under "Support & Troubleshooting Active Modules".
2. Is the City currently utilizing (live on) functionality from each licensed module?	Yes.
3. How have quarterly updates been evaluated/implemented since go live in March 2023?	Evaluated when Oracle releases the notes. If it's a big update like Redwood we started configuring and testing as soon as we know what is changing.
4. Does the City currently utilize a ticketing/incident management system that will continue to be used for support issues?	Yes.
5. In the support services section of the RFP, most of the modules mention "Generate Reports" as part of the support scope. Does this mean the vendor will be responsible for running certain reports, configuring delivered reports, or developing custom reports?	Supplier will help update reports, or develop custom reports.

6. In the support services section of the RFP, most of the modules mention “Module modifications” as part of the support scope. Is this referring to configuration changes to existing functionality for issue resolution, implementing additional functionality, or both?	Both.
7. In the Module Implementation & Support section of the RFP, under Cash Management, it mentions gathering requirements from Treasury, Finance, and Accounting. Are there currently any detailed requirements for the Cash Management implementation?	Not currently.
8. In the Module Implementation & Support section of the RFP, under Lease Accounting, it does not mention gathering requirements. Are there currently any detailed requirements for the Lease Accounting implementation?	Not currently.
9. Is there a specific timeline or go-live date planned for Cash Management and/or Lease Accounting modules?	Late fall/ early winter.
10. What banks does the City currently use that would be integrated as part of the Cash Management implementation?	Bank of America, Wells Fargo, Chase, Webster, M&T, STIF, TD Bank, Bankwell, US Bank, Stamford Credit Union, Patriot, First County Bank, Northern Trust, Principal
11. How many and what Oracle environments/instances does the City have (Prod, Test, etc.)?	1 production environment, 1 test environment, 4 dev environments.
12. In the Proposal Instructions section, under the References sub-section, are these references referring to the individual key resources proposed (discussed in the prior sub-section) or for the vendor company as a whole?	Vendor company as a whole.
In reference to page 11 of the RFP under the section titled "Proposal Instructions", it is stated that each submission must include the following components: Section 1: Letter of Interest / Executive Summary Section 2: Organizational Background, Committed Staff, and Experience Section 3: References Section 4: Fee Proposal Section 5: Any Additional Relevant Documentation We seek clarification on the interpretation of "each copy." If we are responding to multiple service areas—such as Support, Quarterly Updates & Testing, and Implementation—are we required to submit three separate proposals, each with its own pricing and full set of documents? Or can we address all three areas within a single comprehensive proposal, treating them as distinct sections?	Yes, the proposer may respond to multiple service areas with a single comprehensive proposal provided each service area has a distinct section.
we kindly request an extension of the proposal submission deadline, if possible.	Please see Addendum 2.
In order to provide the best pricing for the City of Stamford we request that the City provide ticket counts by module and status for the last 6 months. For example in January, for GL: 8 tickets opened, 2 closed, 3 in progress, 3 on hold. Then the same for AP, AR, etc. This helps us to understand which areas need the most support	Please see attachment.

and to estimate staffing appropriately. It also helps us to understand if there is backlog of tickets that will need to be addressed during the transition. We assume that the City's current managed services provider tracks and shares these metrics for the City.	
How are support tickets currently categorized (e.g., critical, high, medium, low priority), and what are the expected resolution times for each category?	Please see attachment.
What tools or platforms are currently used for ticket tracking and resolution? Are there any preferences for tools to be used by the vendor?	Freshservice help desk.
Are there any recurring issues or pain points (e.g., integrations, data inconsistencies, reporting errors) that need immediate attention?	PPM, reporting, and payroll interface.
What is the average monthly volume of tickets across all modules, and how does this vary by module?	Please see attachment.
What is the current average resolution time for tickets, and what are the City's expectations for improvement?	High priority 48 hours (based on business hours), Lower priority 5 business days.
Are there any specific pain points or bottlenecks in the current ticket resolution process that the vendor should address?	PPM module and reporting.
The City provided a list of 7 current integrations and interfaces in your RFP: Community Pass Revenue Interface, PC Scale Revenue Interface, VPC Revenue Interface, Bank of America P-Card Payment Transmission, Ceridian/Payforce Payroll, CanAm Teller Revenue Interface, AMEX ACH. Please list any other interfaces or integrations that will require support, if any.	No others.
What is the current process for testing and validating Oracle's quarterly updates? Does the City utilize documented test cases or scripts?	The City is currently having Oracle's Mission Critical Support team perform testing and validations.
Have you encountered any issues or challenges after your first quarterly updates since go-live?	Yes.
Are there any specific areas of focus during quarterly updates (e.g., integrations, custom configurations, critical business processes). Are there any critical integrations or interfaces (e.g., payroll, revenue interfaces) that require additional testing during updates?	Integrations and critical business processes are our primary focus during quarterly updates.
What is the expected timeline for completing pre-update assessments, testing, and validation activities?	2 weeks.
What level of post-update support is required to address any issues arising from the update rollout?	Depends on update impact to business process.
How does the City currently monitor Oracle Fusion Cloud release notes and update documentation? Should the vendor take full responsibility for this?	We review when Oracle releases the update notes.
What is the expected timeline and priority for implementing the Cash Management and Lease Management modules?	Late fall/ early winter start.
Are there any existing bank integrations (in-bound & out-bound) that need to be migrated or reconfigured during the implementation of Cash Management?	Not currently.

What are the expectations for configuring lease classifications, terms, and schedules in the Lease Management module?	Yes.
Are there any existing lease portfolios that need to be migrated into the Oracle Lease Management module? If so, what is the volume of leases?	Yes. 39 leases, that include the lessor and lessee.

All other terms and conditions remain the same.

Erik Larson
Purchasing Agent

cc: Cynthia Lucero, ERP Coordinator
Purchasing Department File