Answers to Vendors' Questions

1. We desire to comply with the Disabled Veterans Business Enterprise goal of the RFP. Do you maintain a list of qualified vendors that employ disabled veterans and if so, may we receive a copy of this list?

    No, AOC does not maintain a list. Please go to www.pd.dgs.ca.gov.

2. For Customizations, are the levels of complexity available (Easy, Medium, Complex, Highly Complex or using a rating system established at AOC)?

    Easy and minimum. Please see RFP for the descriptions of customizations.

3. Data Conversion is mentioned as a phase II task in the RFP. Is the data to be converted currently in the 10.7SC Oracle Applications or in some other legacy system to be added to the Oracle Applications once they are at an 11i level?

    The data conversion in phase II is not included in the scope of RFP. 11i upgrade will only carry over the balances of transactions.

4. For building the project plan and estimating resources, what is the time we should estimate for starting the project? How long will the selection process take? The RFP states that the new COA be in place by 7/1 and I think this will take about 6 to eight weeks so we would have to start by May 1; is that possible?

    The estimated starting date for 11i upgrade project is May 20, 2002. The new COA will be in place for 11i upgrade.

5. Fixed Assets is currently stand alone - will they want this interfaced with the other finapps?

    Yes. Fixed Assets module will be interfaced with other applications.

6. California Extension application - how much modification will be required?

    10.7 Claim Schedules module is written with Oracle*Form 4.5. A decision will be made before starting 11i upgrade for either converting the 10.7 Claim Schedules to Oracle*Form 6i or implementing DMV or DGS version of Claim Schedules module.

7. Do they anticipate any major business process changes for Phase 1 go live besides the COA revision?

    No.

8. Is the client planning on upgrading current hardware to facilitate 11i instance(s).

    Yes, new servers will be purchased.

9. Single or Multi-Node architecture?

    TBD.

10. Is there a separate Development environment? If so, what are the hardware specifications?

Yes. Hardware specs are as follows.

Database Server
- Quad Processor
- 6GB RAM
- 2MB Cache
- 200GB Storage

Application Server
- Dual or Processor
- 2GB RAM
- 2MB Cache
- 50GB Starage

Client PC
- 200MHz CPU
- 64MB RAM

11. Are all customization source codes available and documented?

Yes, all customization source codes are available. AOC has technical and user references manuals for custom Claim Schedules module.

12. What type of backup system is in place?

Legato system. We do incremental backup every night and all volumes back up on weekend (at OS level). In addition, we do database import/export backup as well.

13. Are application users centralized?

Yes, in San Francisco.

14. Claim Schedule:
How many forms/reports need to be migrated? When the custom module is interfaced with the existing Oracle applications, are the forms/reports based on custom module tables or Oracle applications tables? What are these tables?

There are 17 forms.
Reports are listed in this RFP (page 14) any line start with "AOC Claim Schedule …"
The CS forms and reports are based on both custom tables and Oracle apps. tables.
AP_INVOICES, AP_INVOICE_DISTRIBUTIONS, AP_*,
CX_ASSIGNED_WARRANT_NUMBERS
CX_CLAIM_SCHEDULE
CX_FORMS
CX_FORM_SECURITY_RULES
CX_FUND_DETAILS
CX_FUND_DTLS
CX_INVOICE
CX_INVOICE_CANCELED
CX_INVOICE_DELETED_TO_FIX_CS
CX_INVOICE_TMP
CX_MESSAGES
CX_POST_TO_AP_ERRORS

CX_REIM_CLAIM_SCHEDULE_V
CX_RF_INVOICES
CX_RF_RECEIVABLE_BALS
CX_RF_RECEIVABLE_DTLS
CX_RF_VALUES
CX_SCH_NUM_GEN
CX_SYSTEM_PARAMETERS
CX_USER
CX_VENDOR
CX_VENDOR_CANCELED
CX_VENDOR_TMP

15. Concurrent Programs: are all the concurrent programs listed associated with the functions/packages/procedures listed further down on the list? If there are additional procedures behind these concurrent programs, we need to know what they are and what tables they are accessing.

    Can't provide detail information here. Too many tables.

16. Functions, Packages, Procedures, Triggers Views:
    We need to know the tables associated with these objects in order to determine if modifications will be required during the upgrade

    Can't provide detail information here. Too many tables.

17. What is the standard desktop configuration? Operating System, Memory, CPU, Browser(s)?

    Windows 2000, 128 Mb, 1+ Gb and MS IE.

18. Is AOC planning to upgrade to Solaris 8 as a part of this upgrade?

    It depends on Oracle 11i requirements.

19. How many tiers are you planning to have for the 11i architecture?

    It depends on the 11i upgrade vendor's recommendations. (Virtually three tiers but physically may be two.)

20. What is size and background of the technical staff at AOC? DBAs? Developers? Functional Analysts? Super Users?

    1 project manager, 1 DBA, 1 developer, 1 functional analyst and 5 super users.

21. We would appreciate some clarification on the seventh item of # 2-18 on page 29 of the RFP. "The level of responsibility that firm will take for all aspects of hardware and software implementation."

    Vendor will work with AOC technical and development teams for recommending hardware purchasing, and implementing software and hardware.

23. We would appreciate some clarification on the eighth item of # 2-18 on page 29 of the RFP. "The maximum delivery time for custom programming jobs."

    The customization to the AOC Financial System should be done before 11i cutover.

22. Have you decided on any specific Oracle Applications version your system needs to be upgraded to? Oracle is currently working on version 11.5.7, which is expected to be released to the customers shortly. We expect that it may be available before the start of the upgrade of your system. Would you consider upgrading your system to 11.5.7, or some earlier version?

Yes, version 11.5.7.

23. Is there any possibility that the contractor/consultant can have limited remote access to AOC's systems? It may help in bringing down the project cost.

No, no remote access is available.

24. Item# 2-9, page 26 'Confidential Matters': We understand that our proposal will be reviewed internally by AOC and it will not be shared with any other outside agencies or other prospective consultants. If that is not true then we would like to know what outside agencies might review our proposal. It may help us determining which parts of our proposal we need to mark as confidential.

No outside agencies involved.

25. Can you please provide some details on the training? Is it going to be operational training to AOC users? Will the system be maintained by AOC's Information Services Division? If yes, would we be required to provide Oracle Applications Sysadmin and DBA training to their staff? In that case we would like to know their current familiarity level with Oracle 11i Applications. Oracle 11i applications system management is different than 10.7.

There are two types of training needed – functional and technical. Functional training is for end users, and technical training is for AOC Information Services staff – DBA and Oracle Applications Sysadm. AOC staff are not familiar with Oracle 11i.

26. Can you please specify that during the 11i upgrade what level of support you will have from Oracle support in terms of any issues arising with the Oracle applications' code or downloading the patches?

Bronze support but it could be upgraded to Silver support if necessary.

27. We are a young software consulting company and have no experience working with government organization. But, our consultants have several years of experience working with Oracle applications. Can we use our consultants' experience in lieu of the required references?

Yes.