

City of Redmond Attachment A Scope of Work

Scope of Work.

The City of Redmond is seeking to enter into an agreement with a supplier who can provide a complete range of extended support for the City's Oracle Enterprise One (formerly JD Edwards) system at its current version. This support would last for a period of two to three years and includes support for end users, year-end processes, CNC, DBA, and a server migration. In addition, the City is looking for a Supplier with the willingness to commit to performance guarantees and remedies for failure to perform. It is the City's preference to enter into an agreement with a single Supplier who can provide the complete range of extended support for the City's Oracle Enterprise One (E1) system to the entire organization.

There are inherent risks in assuming responsibility for an existing system, its interfaces, and customizations. These risks are compounded by today's rapidly changing IT environment. Because of the increasing complexity of the solutions, we expect the Supplier to be the expert in the E1 application and of their extended support services to keep our current version fully functional in a changing IT environment.

A partnership must be mutually beneficial and share the risks the partnership encompasses. Such a relationship would embrace the following principles:

- ♦ The partnership will contribute to our mutual benefit.
- ♦ The risk of supporting the existing Oracle Enterprise One system version will be shared.
- ♦ Both parties will strive to eliminate ambiguities and omissions from the spoken and written terms of the relationship by communicating with clarity of purpose and expectations.
- ♦ The terms of the relationship shall recognize the mutual commitment, and provide for meaningful information exchange to allow each party input to the other's plans.
- ♦ Each party will live up to its obligations and representations, but both recognize honest mistakes and misinterpretations may occur in the description of the complex business transactions.
- ♦ The terms of the relationship shall minimize the likelihood of disputes by having documented standards of performance and quality, clear and specific warranties, and exercisable remedies in the event that one or both parties fail to meet their obligations.

Current Financial System Setup:

The City is currently running Oracle Enterprise One (E1) Release Version 8.9 with Service/Tools Release 8.93 as it's financial and human resources system. The E1 system databases are running on Microsoft SQL Server 2000 Service Pack 3. The system was implemented in 2004/2005 and has not been updated since other than loading necessary ESUs for year-end processing, third party tools integration updates, and to fix specific issues encountered during the normal course of business.

The E1 system runs on four servers set up as an Enterprise Server, Database/Enterprise Server, Deployment Server, and a Web Server. All four servers are running Microsoft Windows Server 2003 Standard Edition Service Pack 2. The Web/JAS Server is running IBM WebSphere Application Server Version 5.0. All servers are hosted on site in the City's internal network by the Information Services Network Services group.

The City also has a build machine dedicated to web generations and full client/server update packages. The build PC is running Microsoft Windows XP Professional Service Pack 3. All City client machines also run Microsoft Windows XP Professional Service Pack 3.

The City has two part time E1 CNC system administrators. They spend 25% of an FTE in that capacity between the two of them. *The City also has a part time DBA who spends 10% of an FTE in that capacity and very little of that time managing the E1 databases.*

The City has approximately 40 E1 full client installations all of which are located in City Hall. Additionally, staff from any City site with network connectivity can access the system through the E1 Web Client interface. Our estimation of active users during peak processing periods is 30 full client users plus an additional 10 web client users.

The City owns all the Foundation modules and uses the following specific E1 modules:

- ♦ Accounts Payable
- ♦ Accounts Receivable
- ♦ Address Book
- ♦ Fixed Assets (not in use)
- ♦ General Accounting
- ♦ Human Resources
- ♦ Job Cost Accounting
- ♦ Payroll
- ♦ Purchase Order
- ♦ Sales Order

The City uses the following third party applications integrated with E1:

- ♦ Vertex Payroll Tax Q Series (version 2.9.0 as of May 2009)
- ♦ Create!form Server version 3.0.9.4366, Create!form design tools, and Create!stream

The City has the following customizations/configurations to E1:

- ♦ Payroll main processing module
- ♦ Payroll Check Register report
- ♦ Labor Distribution Process
- ♦ Modification to the Address Book to mask fields in employee records
- ♦ 40 or so reports and other object customizations within E1

The City has external reports using E1 data:

- ♦ Various Crystal reports running against the E1 databases

The City has the following interfaces to E1:

- ◆ Bank Reconciliation
- ◆ Applicant Tracking
- ◆ Cash Receipting system
- ◆ Time Entry application
- ◆ Purchase Requisition application
- ◆ Procurement Card, American Express charge details, application
- ◆ Fire Billing application
- ◆ Budgeting Applications
- ◆ City Directory application
- ◆ Accounts Payable Action Requests application

The City has the following customized data extracts from E1:

- ◆ Positive Pay Extract-Accounts Payable
- ◆ Positive Pay Extract-Payroll
- ◆ Electronic Federal Tax Payment System, EFTPS, Extract
- ◆ Washington State Department of Retirement Systems Public Employees' Retirement System, PERS, Extract
- ◆ Municipal Employees' Benefit Trust, MEBT, Extract
- ◆ Life Insurance Extract
- ◆ Washington State Unemployment Insurance Tax Program, UI Fast Tax, Extract

Technical Environment:

All City sites are connected via a fiber optic backbone with the exception of a few remote Fire Stations that are connected via T1 lines, and several small sites connected via DSL lines that utilize VPN connections back into the City. The City's network is structured as a single domain.

Hardware: The City has in place a hardware replacement program that typically ensures all desktops, laptops, and servers are replaced every four years. The City currently has approximately 650 PC's (workstations and laptops) distributed across seventeen City sites. The desktop operating system is primarily Windows XP SP3.

Currently, the City uses Intel based servers running Windows 2003 with TCP/IP network protocol. The majority of our servers run on a VMware ESX 3.02 host that are configured on HP DL 580 G4 or G5's and connected to either a Netapp FAS3020 or FAS2050 SAN. Two UNIX servers that support the Police Department's computer aided dispatch application are attached to the IP network.

The four Oracle Enterprise One servers are not running as virtual servers at this time. The physical servers the E1 system is currently running on have reached the end of their 4-year lifecycle and need to be replaced or the system moved to virtual servers.

Software: Throughout the City there are a wide variety of department-specific applications that have been purchased or developed in-house.

A number of applications have been developed internally using Visual Basic and .NET with C#/VB all using MS-SQL server databases. There are also a variety of smaller

databases and applications in MS-Access throughout the City. Most internally developed applications are accessible via the City's Intranet.

MS Office 2003 is the citywide standard for office automation software. We are moving to MS Office 2007 with a few groups currently using the newer application.

Deliverables & Time Constraints: The City is seeking external assistance to provide extended support for the City's current implementation of the Oracle Enterprise One system for a period of two to three years. The support will include end user support, year-end support for W2 and 1099 processing, CNC support, DBA support, and server migration and configuration support.

The specific areas of required ongoing support during this project are as follows:

- ◆ 7x24x365 support available
- ◆ End user functional support for all E1 modules and interfaces
- ◆ Support for third party applications integration with E1
- ◆ CNC support
- ◆ DBA support
- ◆ Year-end support for W2 and 1099 processing
- ◆ Server/SAN migration and configuration support

The City needs to be off the current hardware, servers and SAN, the Oracle Enterprise One system is running on by September 2009 and requires guidance and assistance with this process.

The City desires to stay on the current version of the Oracle Enterprise One system, as detailed in the Current Financial System Setup section of this document, for the entire period of the support contract.