

**City of Redmond
Attachment B
Support Requirements Document**

This document includes technical and functional “requirements” that will be used to evaluate Supplier proposals. This is not intended to be a comprehensive list of all of the City’s requirements, but includes the key requirements know to the City at this time. Responses to each line item should be concise and straightforward while identifying any differentiators in how the City’s needs are met. Where necessary, please provide a brief paragraph of information specific to the requirement. Completion of this document and inclusion with your proposal response is required (see response requirements #3 in the RFP).

Requirements Proposed	
Requirement	Response
1. Company Name	
2. Regional Offices & Description of Staffing	
- Regional offices closest to Redmond, WA	
3. Company Information	
- Federal Identification Number	
- Redmond City Business License # or acknowledgment the a Business License will be obtained prior to commencement of work	
4. Supplier Employee Counts – worldwide & U.S.	
- Product Development	
- Implementation Support	
- Help Desk Support	
- Sales	
- Administration/Other	
5. Number of Oracle Enterprise One (E1) Sites Supported	
- Total	
- Worldwide vs. US	
- Government Entities	
- Government Entities in Washington State	
- City Government Entities	
- City Government Entities in Washington State	
6. Target Customer Profile	
- Industry	
- Sizing: User Count	
7. Supplier Experience with other similar users - with regulatory requirements such as Washington State BARS or Washington State Department of Retirement Systems	

8. Supplier Employee E1 Experience – describe the E1 experience of your employees particularly those the City will deal with directly in addition to second or third level support personnel.	
9. E1 Versions Supported – include a support sunset date by version/tools release.	
- Versions supported	
- Tools releases supported	
10. E1 Modules Supported – include a list of all E1 modules supported and specify any that are specifically not supported. Please specify for the version of E1 the City is using as listed in section 3 of this document.	
- E1 modules supported	
- E1 modules NOT supported	
11. End User Support – describe how you support end users in their use of the E1 system	
12. Support Call Turn-Around – describe your service level agreement as it pertains to responding to support calls	
13. Year-End Support – describe how you will accomplish for the City's version/tools release of E1 for the timeline identified	
- year-end support for W2 and 1099 processing	
- year-end support for yearly Payroll processes	
- year-end support for yearly Finance processes	
- year-end support for yearly HR processes	
- year-end support for yearly A/P processes	
- year-end support for other annual processes	

14. E1 Customization Support – describe your support of customizations to E1 (as outlined the City's scope of work)	
- customizations within the E1 system	
- custom interfaces to E1	
- custom data extracts from E1	
- third party applications integrated with E1	
- custom report versions within E1	
15. CNC Support – describe the CNC support offered for the City's version/tools release of E1	
16. DBA Support – describe the DBA support offered for the City's version/tools release of E1	
17. Server Migration and Configuration Support – describe how you plan to migrate the City's current version/tools release of E1 to new hardware. Detail your recommendation and timeline for the hardware migration as well as anticipated business disruptions.	
18. Support plan	
- Hours of availability	
- Standard response time	
- Urgent issue response time	
- Escalation process	
Other Information, if any	
Other – specify	