

JD Edwards Upgrade RFI Vendor Questions and Responses

Please find below a consolidated list of vendor questions and LASERS response.

1. Do you consider the responses to this RFI final and select a Vendor, or you will release an RFP?
 - a. *This is explained on page 4 of the RFI under the section RFI Response Evaluations.*
2. If you choose to upgrade, do you have a potential timeframe mind or it will be decided after the responses?
 - a. *Ideally we would like the upgrade to be complete by December 31, 2020, but a final timeline will be decided after reviewing RFI responses.*
3. Is LASERS looking at just a “like to like” upgrade or are there improvements/functionality that LASERS is looking to implement?
 - a. *LASERS is looking for a “like to like” upgrade.*
4. If there are new functionality and improvements LASERS is looking for, can you please list what they are?
 - a. *LASERS is not looking to implement new functionality and improvements.*
5. Are there any current pain points or issues that LASERS is looking for the upgrade to resolve? If there are, can you please describe the issues?
 - a. *There are no current pain points or issues that LASERS is looking for the upgrade to resolve.*
6. Will LASERS be providing internal resources as required for this project? (Project Manager, CNC, Finance and HRMS functional team leads)
 - a. *LASERS will provide internal resources in support of the project. A full time LASERS Project Manager and two Full Time JD Edwards Support Engineers will be dedicated to the project. Subject Matter Experts, LASERS Security Engineer and Database Administrator will be engaged as needed.*
7. Given the situation with COVID-19, will LASERS be looking to complete the entire upgrade with our support remotely?
 - a. *LASERS preference is to do the upgrade remotely but is willing to consider on site resources.*

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8. Terillium proposed on the upgrade back in 2013 and we were not selected. Can you elaborate on why Terillium was not selected, because we would provide a very similar plan?
 - a. *LASERS received fourteen responses to the 2013 RFI and narrowed the vendors to four based on their estimated cost to upgrade. The estimated costs provided by Terillium was more than the cost of the top four vendors.*
9. How will you be making your decision on who you award the project to?
 - a. *Vendor selection will be based on compliance to RFI requirements, experience, estimated costs and duration, and references.*
10. Please confirm you want you will host the infrastructure on premise.
 - a. *All infrastructure will be on premise.*
11. How many JDE Users do you have?
12. LASERS is licensed for 160 self-service and 40 named users. What modifications/customizations do you have? If you need help, we can show you how to pull the list?
 - a. *Please see attached CSVs*
 - i. *SQL1 - Custom Objects.csv*
 - ii. *SQL2 - Other Custom Objects.csv*
 - iii. *SQL3 - Standard Objects Customized.csv*
13. What Forms do you have?
 - a. *We have 17 Custom Forms*
 - b. *Out of the box we use the following Forms*
 - i. *HR – Employee setup*
 - ii. *Internal Payroll – Pay cycle work bench, Generate and process W2 forms and files, Generate and Process ACA forms and files*
 - iii. *AP – Generate and process 1099 forms and files, Voucher Entry, Batch processing*
 - iv. *Fixed Assets*
14. What are you looking for on the costs for Maintenance and Support? If you are paying Oracle support, there is no other maintenance or support unless you want some MS support from your JDE provider.
 - a. *LASERS currently has Oracle support and 240 hours of managed services support annually. LASERS would like detailed Managed Service offerings from each vendor and associated cost and coverage.*
15. Terillium is not a hardware vendor, we can't provide hardware cost. We can provide you with what hardware would be recommended and any third party software needs such as Visual Studios.
 - a. *LASERS will provide the necessary hardware.*
16. Can you please provide the list of the integrations which communicates with JDE, this is also required in order to estimate integration efforts for upgrade.
 - a. *Automated File Transfer system – When files that needs to be securely sent to a bank are generated by JDE, this custom code monitors the output folder and allows users to transmit the files.*
 - b. *Script that monitors Print Queue – We have scripts that monitor the Print Queue in PD. When certain reports are generated the script emails them to designated recipients.*
 - c. *Spreadsheet Server – 3rd party software that displays JDE data in excel*

- d. *Reports Now Data Access Studio – 3rd party software that allows users to browse JDE databases.*
 - e. *Steltix SSO – Single sign on solution*
 - f. *LASERS has a third party system that creates 2 data files. JDE has a batch setup to upload the data from the files into JDE. A user then approves and posts the batches using the “General Journal Review”.*
17. What is the complexity of each integration?
- a. *Heavy – Spreadsheet Server, Reports Now DAS, Steltix SSO*
 - b. *Medium – Automated File Transfer, interface to other systems (retirement)*
 - c. *Low – Script that monitors the Print Queue*
18. How much involvement of business users will be there for CRP testing purpose?
- a. *LASERS has comprehensive testing procedures and will lead all business process testing.*
19. Do you have test scripts ready for your current processes which can be used with minimum required changes for this upgrade project testing?
- a. *Yes*
20. In case of travel to onsite, would you be paying for expenses?
- a. *Travel costs if any should be incorporated into cost of the project.*
21. How many batch reports are customized?
- a. *128*
22. How many of these reports are customized after making of standard JDE report?
- a. *37*
23. Can you please provide us details on current JDE Server Architecture such as how many servers are there in the current JDE Setup (Deployment Server, Enterprise Server / Application Server, Batch Server, Web Server)?
- a. *1 Deployment Server, 3 Enterprise Servers (2 PROD, 1 NON PROD), 2 Webservers (1 PROD, 1 NON PROD), 4 Fat Clients (3 for development, 1 for Reports Now DAS)*
24. Can you please provide us details on current hardware sizing for all the servers related to JDE Setup?
- a. *Please see spreadsheet: JDE Hardware Sizing.pdf*
25. How Many users are there in the Current JDE Setup, Total number of Users and total number of Concurrent/Active users?
- a. *136 total users.*
 - b. *5 – 10 concurrent users on a typical day. 15 – 20 concurrent users on a busy day.*
26. Are you willing to change the Database from SQL to Oracle?
- a. *No*
27. What is the current Database size of production and non-production environments?
- a. *PROD – 42.5 GB*
 - b. *NON PROD – 162.2 GB*
28. What is the existing Web Application used – WebSphere or WebLogic?
- a. *WebLogic*

29. Is Load Balancing being used in the existing Setup?
- a. *No, we use a SSO solution called Steltix that allows us to determine which environments and servers a user is logged into but not a true load balancer.*
30. Are you open to work on onsite/offshore delivery method wherein we will have required resources such as functional resources onsite on need basis and most of the technical work is delivered form offshore / offsite?
- a. *Yes*
31. Are you open to execute the project from offsite / offshore wherever it is possible to do so?
- a. *Yes. LASERS expects that offsite / offshore resources accommodate LASERS business hours of 8am – 5pm CST as necessary.*
32. What are your expectations for ‘Security setup’ for upgraded environment?
- a. *Vendor is responsible for insuring that LASERS existing JD Edwards security setup is maintained in the upgraded system.*
33. Are you using JDE standard Job Scheduler for scheduling your jobs or you are using any other third party software? What are your expectations for job scheduler?
- a. *We currently use a product called Tidal to schedule our jobs. This will remain the same for this project.*
34. Would we know who is supporting your current environment and how much effort (hours) is currently scheduled?
- a. *LASERS has two full-time JD Edwards support staff, Oracle support, and 240 of managed services hours annually.*
35. How many support tickets the support team managing per month, module wise, and complexity wise?
- a. *The support team averages 25 support tickets a month of varying complexity.*
36. Does the support proposal should include support only for applications or you also want us to include support for CNC managed services and development support?
- a. *LASERS prefers managed services hours that can be allocated as needed for support.*
37. IS the current support SLA driven? If yes or otherwise what is your SLA expectation?

Priority	First Contact Response Time	Completion time	Escalates every
Urgent	15 minutes	4 hours	1 hours
High	30 minutes	Same business day	3 hours
Medium	2 hours	Five business days	4 days
Low	4 hours	Ten business days	9 days
Project	1 business day	Supervisor Selected	2 days before expiration

a.

38. In RFP you have mentioned about us to propose hardware cost? Can you please clarify which hardware cost is required to be proposed?
- a. *If there are any additional hardware requirements for this project that are recommended by the vendor that LASERS does not have for the existing JD Edwards environment, this cost should be included as part of the estimate.*

39. Assumption is that the Production and Non-Production are hosted on different servers. Please confirm? If separate, do production and non-production have the same server configuration?
- a. *PROD and NON PROD are hosted on different servers. We have 2 enterprise servers in PROD and 1 in NON PROD so they are not identical.*
40. How many path codes does LASERS have and what are they? Our Assumption is that it will be like for like after the 9.2 upgrade.
- a. *PD - PROD*
 - b. *PY - TEST*
 - c. *DV - DEV*
 - d. *PS - PRISTINE*
41. Are there any other Internal systems that are integrated with JD Edwards? If so, please list the systems. Also do you expect the upgrade proposal to include the estimate to retrofit the other internal systems?
- a. *See question 16; while LASERS staff can assist with the integrations system side, the vendor is responsible for the integrations on the JDE side.*
42. Are you on Unicode on Non-Unicode? If Not on Unicode, do you have the intention to move to Unicode?
- a. *Non-Unicode. No*
43. Is LASERS interested in moving the JD Edwards environment to be hosted in the cloud?
- a. *Not at this time.*
44. Is the current JDE system is LDAP integrated? If yes, what is the federation software?
- a. *No*
45. In current JDE landscape, is there any kind of high availability implemented? If yes, what method (clustering, load balancing etc.) is being used for implementing high availability?
- a. *No*
46. As per the notes in the RFP, this is a Technical Upgrade. Can you provide us with a list of customizations to standard objects, clones of standard objects, Version Level updates if any?
- a. *Please see attached CSVs*
 - i. *SQL1 - Custom Objects.csv*
 - ii. *SQL2 - Other Custom Objects.csv*
 - iii. *SQL3 - Standard Objects Customized.csv*
47. Do you have BI Publisher implemented with the current JDE Landscape or are you using a 3rd party system?
- a. *BI Publisher, Tax Mate, & COD.*
48. Does LASERS have a Disaster Recovery (DR) plan in place for current environment? If not, is it planned in the upgrade?
- a. *LASERS has a Disaster Recovery solution in place that will remain the same for this project. It uses a full server replication model.*
49. How many production and non-production package builds do you typically perform in a month?
- a. *Less than 10*

50. Do you need 24x7 support?
- a. *No*
51. Are you willing to go for separate Production and Non production Database Server?
- a. *Our PROD and NON PROD databases are currently on separate servers.*
52. What is the Current Visual Studio Version?
- a. *2019*
53. Are we going for a VM based setup for 9.2 or On Premise separate Servers for JDE?
- a. *All servers are currently virtualized with VM Ware and should be after the upgrade as well.*
54. Are we going for BSSV or One View Reporting Server in the Future?
- a. *We will reevaluate at a later time. We are not looking to change our current reporting methods.*
55. How Many Fat clients do we have currently and how many Fat clients we will need in the Future?
- a. *4 Fat clients currently. 1 Fat Client for Reports Now DAS and 3 Fat Clients for development.*
56. Which is the current SQL Server Edition – Enterprise or Standard?
- a. *Standard 2012. LASERS expects the updated JD Edwards system to be implemented on the latest support version of Microsoft SQL Server.*
57. Are we going for a Disaster Recovery Setup in the Future?
- a. *LASERS has a Disaster Recovery solution in place.*
58. What is the current Database and JDE Server Backup Plan?
- a. *Differential (technically reverse incremental - Veeam) backups nightly. Full backups on Saturdays.*
59. How many Environments are configured on the Current JDE Setup?
- a. *Four (PD, PY, PD, PS)*
60. Is there any Customized Environment or all are standard JDE Environments?
- a. *Standard*
61. Can you provide your current annual support spend with Oracle?
- a. *\$72,861.27 – Licensing & Support.*
62. What VPN client will LASERS provide for performing the upgrade remotely?
- a. *Cisco AnyConnect.*
63. Is LASERS planning to do the upgrade with existing VMs -or- provision new VMs? Windows 2012 R2 is end of life in January 2023.
- a. Assuming the answer to #63 is existing VMs:
 - i. *New VMs on the latest supported version of Microsoft Windows Server.*
 - b. A WebLogic server version upgrade is required to go to 9.2.4. Will they want Oracle to do this WLS upgrade for them?
 - i. *Oracle.*
 - c. A SQL Server version upgrade is required to go to 9.2.4. Will they want Oracle to do the SQL Server upgrade for them?

- i. LASERS will provide the new DB Servers but the JDE database setup and migration are the responsibility of the vendor*

64. What are your existing modules for JDE that are in active use?

- a. HR – Employee setup*
- b. Internal Payroll – Pay cycle work bench, Generate and process W2 forms and files, Generate and Process ACA forms and files*
- c. AP – Generate and process 1099 forms and files, Voucher Entry, Batch processing*
- d. Fixed Assets*

65. Who will manage the customized objects/ CEMLI's?

- a. LASERS will manage the customized objects long-term. LASERS will require assistance migrating the customized objects during the upgrade.*

66. Current JD Edwards EnterpriseOne Application Release

- a. 9.1*

67. Current JD Edwards EnterpriseOne Tools Release

- a. 9.2.1.1*

68. Current Enterprise Server

- a. O/S Microsoft Windows Server 2012 R2*
- b. Database Microsoft SQL Server*

69. Current Web Server

- a. VM*
- b. O/S Winders Server 2012 R2*
- c. WebLogic 12.2.1.2.0*

70. Current Deployment Server

- a. VM*
- b. O/S Winders Server 2012 R2*

71. Current Application Server

- a. VM*
- b. O/S Winders Server 2012 R2*

72. List all JDE Modules currently utilized (please add any we missed here)

- a. General Accounting*
- b. Accounts Receivable*
- c. Accounts Payable*
- d. Job Cost*
- e. Fixed Assets*
- f. Procurement*
- g. Human Resources*
- h. Payroll*

73. How many total locations use JDE? Please list the individual locations, the number of JDE users per location, and if there are any significant difference in JDE footprint by location.
- a. *One.*
74. Are you planning on using the Orchestrator?
- a. *LASERS plans on piloting Orchestrator after completion of the upgrade.*
75. Are you planning on using AIS/Mobile?
- a. *Not at this time.*
76. Are you planning on using OneView Reports, Insight, or ReportsNow?
- a. *LASERS currently uses Reports Now.*
77. Do you already have CNC support for the project, or would you prefer we include CNC resources?
- a. *Include any resources necessary for the successful completion of the project.*
78. Do you have a tool for creation of training materials (such as Oracle's User Productivity Kit (UPK), Epilogue)?
- a. *No.*
79. How many are custom UBE's (i.e. reports) vs. interactive applications?
- a. *17 custom APPLs*
 - b. *91 custom UBEs*
80. Are there any customizations that you believe could be eliminated during the project?
- a. *No*
81. Do you utilize a Forms package currently (such as Create!Form, Optio, BI Publisher)? If so, do you plan to stay with the same package going forward?
- a. *BI Publisher. Yes.*
82. Do you have an enterprise architecture diagram you can share?
- a. *Not at this time.*
83. What EDI Transaction Sets are current utilized (such as 850, 810, etc.)?
- a. *We do not utilize EDI Transaction Sets currently. Our staff manually input the invoices.*
84. Will there be any data cleanup or archiving needed as part of this JDE Upgrade?
- a. *LASERS is unaware of any data cleanup or archiving needed.*
85. Are there any LASERS timeline constraints or monthly resource limitations to be considered as part of this JDE Upgrade?
- a. *Not at this time.*
86. How long of a maintenance/support duration would LASERS like in the estimate?
- a. *240 hours annually.*
87. In reviewing the RFI what is stated under the Purpose section for what the vendor will provide seems different from the Submission section, so can you confirm what you are requesting from the RFI?
- a. *Do you want a cost of doing and Upgrade Assessment?*

- i. LASERS would like a full cost upgrading the JD Edwards systems. If there are additional cost associated as part of an upgrade assessment these cost should be included.*
 - b. Do you want a budgetary estimate on what a 9.1 to 9.2 Upgrade Cost? If so, is a Technical Only (Like for Like) upgrade?*
 - i. Yes. See question 3.*
 - c. Do you want us to describe what staff support is required?*
 - i. Yes*
 - d. Project Plan – is this required as part of the RFI? If so, is an example of a similar project sufficient?*
 - i. Yes. Yes.*
 - e. Application Maintenance and Support Costs – what costs do you want included here? Managed Services? Software Maintenance? Hosting? Other?*
 - i. See question 14.*
88. Or, do you just want the following:
- a. Company Background*
 - i. Yes, we would like a description of the company background.*
 - b. Upgrade Services we perform*
 - i. Yes, we would like a description of the upgrade services that you will provide on this project.*
 - c. Budgetary Cost for a like for like upgrade including (See question 87)*
 - i. On-going monthly application and technical support of EnterpriseOne*
 - ii. Comparison between on premise architecture and a hosted solution?*
89. What forms do you use and what tool do you have to generate the forms? BI Publisher?
- a. BI Publisher.*
90. Are you current on your software maintenance with Oracle?
- a. Yes*
91. Is there specific version 9.2.4 functionality or tools not available in the current version that LASERS plans to employ post-upgrade? This may impact respondent configuration recommendations and cost. (i.e. Orchestrator, Mobile Apps, BI Publisher)
- a. Orchestrator*