



Alaska Railroad Corporation  
327 W. Ship Creek Ave.  
Anchorage, AK 99501

September 21, 2020

Addendum 1  
Invitation to Bid # 20-32-208288  
JDE Support Services

**Addendum number 1 is issued for change of closing date, and option to submit via dropbox with link to be provided Sept 28, 2020, and answered questions regarding RFP.**

The Closing Date for this has changed. This ITB will close as follows:  
Bids will be received until Tuesday OCTOBER 6, 2020 @ 3:00 PM local time.

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**CHANGES:**

**Closing Date: October 6, 2020 @ 3:00 PM Local time**

**Submission via Drop box: Link to drop box to be provided on September 28, 2020**

**Questions submitted and answered:**

- 1 Can you provide details on CNC Support window and availability (Timezone and days of the week) **Primary use of JDE is 6 am to 6 pm (Alaska Time), Monday to Friday. CNC support for system maintenance is 6 pm to 9 pm (Alaska Time) Thursdays. Emergency support issues may require callouts at other times. System maintenance window and guaranteed weekly downtime is from 9 PM to 11 PM on Thursdays.**
- 2 Can you specify the type of support to be required? - L1, L2, L3 **In terms of CNC work, ARRC is able to manage most JDE issues internally so issues requiring assistance would be L2 or L3, with the exception of when ARRC's staff CNC is on vacation. L1 support may be required during peak times of CNC work, for example, during end-of-year updates.**
- 3 Is CNC & Development Support only for the US region or global? If global, does Alaska Railroad expect the consultants to provide support for all regions? Please specify. **USA Only**
- 4 Do you have a Ticket Management System, which will be used for tracking Issues? Will you also allow Consultants to access your Ticket Management system for updating the status of Tickets raised? **We have a ticketing system (Ivanti). Work will be directed by the ARRC JDE manager, based on the Ivanti tickets. It's not anticipated the consultant will directly access the ticketing system.**
- 5 Do you have development standards defined in your organization? If yes, please share the standards **Documentation of all objects created, modified, or associated with a custom programming. Submission forms for project promotion. Naming rules for projects. Change Management procedures for promotions to production.**

6 It is assumed that Alaska Railroad has up to date Technical Documentation of existing Custom Applications. The document will be shared with Vendor to work on development (enhancements / bug fixes) effort estimates. Could please confirm. **We have some documentation of existing custom applications in an informal format.**

7 Can you provide high level requirements and functional specifications to estimate development effort. **When a development project is added we would provide specifications and work cooperatively to refine them.**

8 Is Alaska Railroad going to provide test cases and scenarios for unit testing? **As best we can. A very good set of test procedures/cases were developed to support the migration from 9.1 to 9.2.**

9 Vendor Scope of work is limited to Technical development / Fixes. Functional Testing (including UAT) will be carried out by Alaska Railroad team and out of scope for Vendor. Please confirm. **The vendor is assumed to be providing a fully functional project for ARRC users to begin UAT with.**

10 Does the JDE Object details provided include Mobile apps for JDE? Can you please provide more details on how many Mobile apps for JDE are in place. **Mobile apps for JDE are not in place.**

11 Can you provide more details on existing UDOs / Composed and Classic E1 Pages / Orchestrator currently existing in the JDE environment? **Approximately 46 Classic E1 pages. No Orchestrations are currently in use. There is some use of CAFE1.**

12 Non-JDE Code (RPGLE, CLLE & SQL applications) will remain Out of Scope for Vendor & be sole responsibility of Alaska Railroad. Please confirm. **That is correct.**

13 Are you open for us providing complete remote support? **If this means outsourcing all CNC services, no.**

14 Are you open for us providing complete offshore support? **ARRC is not opposed to offshore support – however issues with communications and hours of availability will be taken into account for each proposal.**

15 What is your overall current ticket volume? **Rather low: ARRC committed to minimizing in-JDE customization and custom programming whenever possible.**

16 Can you please give us ticket volume - technical, CNC. **Volume varies throughout the year and is very heavy during EOY updates.**

17 Can you also provide us with complexity level of each ticket such as low, medium and high complexity? This information may be required for estimation purpose. **Tickets we need assistance with will be from medium to high complexity for CNC work.**

**Recent tickets have included: creation of a new BI-Publisher replacement for work order print; assistance with end-of-year ESU implementation and new year rollover in HCM; documentation and analysis of budget revision tables to support a new business intelligence tool; resolution of open commitment issues on purchase orders; modification of custom balance sheet reports to reflect changes in the chart of accounts.**

18 Do you want us to give fixed cost bid per year or you are open for time and material costing? **Time and material costing is consistent with ARRC's on demand contract CNC/Developer requirements.**

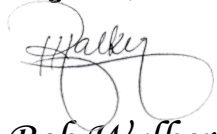
19 For CNC support, do you have estimate of volume / monthly number of hours of support required. **5-10 hours per month normally and then 15-30 hours per month during EOY updates.**

20 In case of onsite travel requirement by any of our consultants, would you be paying for all the travel expenses? **ARRC does not anticipate a need for consultants to be on-site. If a case does arise ARRC would be paying travel expenses.**

- 21 Is the DBE participation mandatory? **No.**
- 22 Is there a monitoring and alerting system in place to monitor the JDE install? **There is not a special, separate JDE monitoring and alert system.**
- 23 Do you have Fault Tolerance (Hardware layer), High Availability (Application Layer), Redundancy (Database layer)? **This is outside the scope of the RFP.**
- 24 Do you have a Disaster Recovery setup? Do you need support for DR failover testing? **ARRC has a disaster recovery system and does not anticipate requiring support for failover testing.**
- 25 Please provide sample ticket requests and hours used for AS400/DB2 requests for the last 2 quarters? **AS400/DB2 requests are outside the RFP scope.**
- 26 Do you have an infrastructure maintenance or hardware maintenance plan? If so, how often and what is the anticipated role of the JDE support vendor? **This is outside the scope of the RFP.**
- 27 What is your frequency of OS, System Security, and Database patching? Do you anticipate the JDE support Vendor to perform any activity to support patching? **This is outside the scope of the RFP.**
- 28 Did ARRC embrace Oracle's continuous delivery methodology and taking updates regularly? Are you currently code current? If not is it safe to assume that you are code current as of the JDE upgrade Go-live? **ARRC is code current. We are not planning on using continuous delivery.**
- 29 Are you open to using Offshore CNC resources for routine CNC activities that are not Critical and that can be scheduled ahead and do not require user interaction or Admin Oversight (Ex: Package builds & Deployments, Patching, routine updates, etc. **Yes**
- 30 Is the Account Executive role a billable role ? **Yes.**

All other terms and conditions remain unchanged.

Regards,



*Rob Walker*

Contract Administrator