SUBJECT: ENTERPRISE RESOURCE PLANNING (ERP) SOFTWARE AS A SERVICE SOLUTION

BID #: ESC-0549-16 **OPEN DATE: 12/14/2016**

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT: Service Contract

AGENCY: Information Technologies Division

BASIS OF AWARD: Highest Scoring Bidder Based On Evaluation Criteria

NUMBER OF BIDS INVITED: (23) NUMBER RECEIVED: (8) OTHER: (1)

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval to increase the award with Applications Software Technology, LLC (AST) in the amount of $90,000.00 for Master Services Contract with AST to provide implementation services for the Cloud Access Security Broker (CASB). The increase request includes remote functional and technical implementation services for the Oracle 1Cloud system. The revised total contract expenditure not-to-exceed $30,297,070.72.

Funding to be encumbered by account number 53101.113002.531180.000000.00000493.00000.0000000, to be executed by formal contract amendment (Contract#10420) through the Office of General Counsel.

ATTACHMENTS: Recommendation Memo, Previous Awards

ANALYST: _____ RUBEN OLA

RESPECTFULLY SUBMITTED _____ GREGORY PEASE, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: Kenneth Lathrop, Chief of Information Technologies/CIO

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF CSPEC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING _____ MEMBERS DISAPPROVING _____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

_____ _____

_____ _____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

City of Jacksonville, Florida

Lenny Curry, Mayor

Information Technologies Division
Ed Ball Building
214 N. Hogan Street, Suite 900
Jacksonville, Florida 32202

ONE CITY. ONE JACKSONVILLE.

February 10, 2021

TO: Gregory W. Pease
Chief of Procurement

VIA: Kenneth Lathrop
Chief of Information Technologies/CIO

Kenneth E. Lathrop — Digitally signed by Kenneth E. Lathrop Date: 2021.02.17 13:46:58 -05'00'

FROM: Michael Turner
PMO Manager, Information Technologies Division

Michael S. Turner — Digitally signed by Michael S. Turner Date: 2021.02.12 16:35:51 -05'00'

SUBJECT: ESC-0549-16-Enterprise Resource Planning (ERP)-Master Services Contract-CASB Implementation Services-Amendment #6

On March 15, 2018, the City awarded Applications Software Technology, LLC (AST)/Oracle for the use of the Oracle SaaS ERP solution and for the services required to implement the Oracle SaaS ERP solution. The following contracts / agreements with Oracle and AST executed on March 28, 2018:

- **Master Services Contract with AST (Exhibit 1), City Contract 10420:** The Master Services Contract specifies the professional services required to implement the Oracle SaaS ERP solution (e.g. the service applications listed in the Ordering Document). The term of these agreements is for five (5) years with an option to renew for up to three (3) additional years. This contract has two (2) attachments:
    - Statement of Work (Exhibit 1A): Defines all services AST will provide to deliver fully functional Financial, Purchasing, Budget Development, Human Resources, and Payroll system to the City.
    - Payment Schedule (Exhibit 1B): Lists all payment amounts for deliverables by estimated completion date for all project phases.
- **Cloud Services Agreement with Oracle (Exhibit 2), City Contract 10180-01:** This document, and the negotiated Amendment (Exhibit 2A), governs the City's use of the Oracle SaaS ERP products described in the Ordering Document. The term of this agreement is for eight (8) years with the option to renew for up to three (3) additional years. This agreement also references the following Oracle policy documents:
    - Oracle Cloud Hosting and Delivery Policies (Exhibit 2B)
    - Data Processing Agreement (Exhibit 2C)
    - Oracle Services Privacy Policy (Exhibit 2D)
    - Service Specifications (Exhibit 2E)

- **Ordering Document with AST (Exhibit 3), City Contract 10421:** This document lists the ERP service applications (e.g. software modules) that the City is purchasing through this subscription agreement (with AST being a certified re-seller of Oracle cloud services). The term of this agreement is for one (1) year with the option to renew for up to seven (7) additional years. The maximum indebtedness for this contract will increase each year the City exercise the option to continue using the Oracle SaaS ERP solution by the amount specified for the Option Years within the agreement.

On March 28, 2018, the City established the contracts with the not-to-exceed amount of $23,063,150.00 for the Master Services Contract (implementation services) and $1,234,201.20 for the Ordering Document (SaaS subscription services), for a total maximum indebtedness for all contracts of $24,297,351.20.

On December 13, 2018, the City awarded the Project Change Order Request - P1.CR-01 - Credit Card Vendor Payments for $28,800. The amended contract with the not-to-exceed amount of $23,091,950.00 for Master Services Contract (implementation services) and $1,234,201.20 for the Ordering Document (SaaS subscription services), for a total maximum indebtedness for all contracts of $24,326,151.20.

On April 4, 2019, Project Change Order Request - SOA.CR-01 - Technical Training Classes was awarded for $45,000 and the 1st Renewal Option of the Ordering Document was awarded in the amount of $1,708,320.99. The change order increased the Master Services Contract (implementation services) not-to-exceed amount to $23,136,950.00. The 1st Renewal Option increased the Ordering Document (SaaS subscription services) not-to-exceed amount to $3,353,922.59, for a total maximum indebtedness for all contracts of $26,490.872.59.

On May 2, 2019, the City awarded the 1st Renewal Option of the Ordering Document-Amendment #1 to decrease the award for the Ordering Document (SaaS subscription services) due to the removal of specific products of the Data Integration Platform Cloud (DIPC) services. The amendment decreased the Ordering Document (SaaS subscription services) by $97,620.32 to adjust the annual not-to-exceed amount to $1,610,700.67 and the total not-to-exceed amount to for SaaS Subscription Services to $3,256,302.27. The amendment revised the total maximum indebtedness for all contracts to $26,393,252.27.

On May 23, 2019, the City awarded the 1st Renewal Option-Amendment #2 to increase the award for the Ordering Document (SaaS subscription services) due to the replacement of the new products and part numbers of the Data Integration Platform Cloud (DIPC) services. The amendment increased the Ordering Document (SaaS subscription services) by $97,450.32 to adjust the annual not-to-exceed amount to $1,708,150.99 and the total not-to-exceed amount to for SaaS Subscription Services to $3,353,752.59. The amendment revised the total maximum indebtedness for all contracts to $26,490,702.59.

On October 24, 2019, the City awarded the 1st renewal Option-Amendment #3 to increase the award for the Ordering Document (SaaS subscription services) due to the need for three (3) additional test instances. The amendment increased the Ordering Document (SaaS subscription services) by $8,728.13 to adjust the annual not-to-exceed amount to $1,716,879.12 and the total not-to-exceed amount to for SaaS Subscription Services to $3,362,480.72. The amendment revised the total maximum indebtedness for all contracts to $26,499,430.72.

On December 5, 2019, the City awarded the Project Change Order requests, P1.CR.09 Phase 1 Go-Live Extension and P3.CR.02 COA Synch between GL and EPM. The amendment increased the Master Services Contract (implementation services) by $1,520,278.00 to adjust the not-to-exceed amount to $24,657,228.00. The amendment revised the total maximum indebtedness got all contracts to $28,019,708.72.

On May 19, 2020, the City awarded the 2nd renewal option-Amendment #4 to increase the award for the Ordering Document (SaaS subscription services). The amendment increased the Ordering Document (SaaS subscription services) by $35,482.88 to adjust the annual not-to-exceed amount to $1,752,362.00 and the total not-to-exceed amount to for SaaS Subscription Services to $5,114,842.72. The amendment revised the total maximum indebtedness for all contracts to $29,772,070.72.

On August 13, 2020, the City awarded the AST Support Services-Amendment #4 to increase the award for the Master Services Contract (implementation services) by $90,000.00 to adjust the not-to-exceed amount to $24,747,228.00. The amendment revised the total maximum indebtedness got all contracts to $29,862,070.72.

On September24, 2020, the City awarded the AST Support Services-Amendment #5 to increase the award for the Master Services Contract (implementation services) by $345,000.00 to adjust the not-to-exceed amount to $25,092,228.00. The amendment revised the total maximum indebtedness got all contracts to $30,297,070.72.

Master Services Contract with AST (Exhibit 1), City Contract 10420:
The Information Technologies Division, (ITD) requests to increase the Master Services Contract with AST to provide implementation services for the Cloud Access Security Broker (CASB). The CASB protects the employee-facing SaaS applications as well as the foundations of our cloud infrastructure and delivers a holistic view of the entire cloud environment, including all users and devices. This increase request includes $90,000 of remote functional and technical implementation services from AST for the Oracle 1Cloud system.

This amendment request #6, once approved will require an amendment to the Master Services Contract with AST (Exhibit 1). A separate purchase order will be issued to track and pay for services. This amendment will increase the Master Services Contract (implementation services) not-to-exceed amount to $25,182,228.00, for a total maximum indebtedness for all contracts to $30,297,070.72.

CSPEC Award Date	Award	Master Services Contract with AST (Exhibit 1): Implementation Services	Ordering Document with AST (Exhibit 3): SaaS Software Subscription	Total Not-To Exceed
03/15/18	Initial Award - Master Services Contract with AST (Implementation Services), Cloud Services Agreement with Oracle, Ordering Document (SaaS Software Subscription)	$ 23,063,150.00	$ 1,234,201.20	$ 24,297,351.20
12/13/18	Implementation Services - Amendment #1_P1.CR.1-01	$ 28,800.00		$ 24,326,151.20
04/04/19	Implementation Services - Amendment #2_SOA.CR-01	$ 45,000.00		
	Original Award Ordering Document True-Up		$ 411,400.40	
	1st Renewal Ordering Document		$ 1,708,320.99	$ 26,490,872.59
05/02/19	1st Renewal Ordering Document - Amendment #1_(Decrease-DIPC Services)		$ (97,620.32)	$ 26,393,252.27
05/23/19	1st Renewal Ordering Document - Amendment #2_(Increase-New DIPC Services)		$ 97,450.32	$ 26,490,702.59
10/24/19	1st Renewal Ordering Document - Amendment #3_(Increase-Additional Instances)		$ 8,728.13	$ 26,499,430.72
12/15/19	Implementation Services - Amendment #3_P1.CR.09 Phase 1 Go Live Extension and P3.CR.02 COA Synch between GL and EPM	$ 1,520,278.00		$ 28,019,708.72
05/19/20	2nd Renewal Ordering Document - Amendment #4		$ 1,752,362.00	$ 29,772,070.72
08/13/20	Implementation Services - Amendment #4 _(AST Support Services-Phases 1, 1a and 3)	$ 90,000.00		$ 29,862,070.72
09/24/20	Implementation Services - Amendment #4 _(AST Support Services-Phases 1, 1a and 3)	$ 345,000.00		$ 30,207,070.72
Pending	Implementation Services - Amendment #5_(CASB Implementation)	$ 90,000.00		$ 30,297,070.72
		$ 25,182,228.00	$ 5,114,842.72	$ 30,297,070.72

****

Not-to-exceed Amount:	FAMIS Index Code	1Cloud Account String	Totals
AST – Implementation Services	AFIT53A – ITEF01 – 02 – 069509	53106.113002.565091.000636.00000000.00000.0000000	$ 24,657,228.00
AST – Post Implementation Support Services	NA	53101.113001.531090.000000.00000000.00000.0000000	$ 435,000.00
AST – Software Subscription	AFIT53A – ITEF01 – 02 – 069509	53106.113002.565091.000636.00000000.00000.0000000	$ 1,234,201.20
AST – Implementation Services	AFIT531FERP – 03118	53101.113002.531180.000000.00000493.00000.0000000	$ 90,000.00
AST – Software Subscription	AFIT531FERP – 03118	53101.113002.531180.000000.00000493.00000.0000000	$ 3,880,641.52
Total Maximum Indebtedness			$ 30,297,070.72

Tracy Geake Digitally signed by Tracy Geake Date: 2021.02.17 13:31:33 -05'00'

Attachments:
Statement of Work (SOW) for Enhancing ERP Cloud Security
1Cloud ERP Project Implementation and SaaS Subscription Finance Tracking

CC:
Marlene Russell, Director of Organizational Effectiveness

Statement of Work

Enhancing Oracle ERP Cloud Security

City of Jacksonville

Jacksonville
Where Florida Begins.

File Name: **SOW-Enhancing Oracle ERP Cloud Security.docx**
Version: **DRAFT 1.0**
Release Date: **Dec 18, 2020**

Table of Contents

1. EXECUTIVE SUMMARY 3
   1.1 PROJECT SCOPE 3
2. SCOPE OF WORK 4
   2.1 IMPLEMENTATION SERVICES 4
   2.2 IMPLEMENTATION SCOPE 4
   2.3 PROJECT SCHEDULE 6
3. PROJECT ROLES & RESPONSIBILITIES 7
   3.1 AST STAFF ROLE AND RESPONSIBILITIES 7
   3.2 CITY STAFF ROLE AND RESPONSIBILITIES 8
4. PROJECT DELIVERABLES AND COST 9
5. ASSUMPTIONS 10
6. APPROVAL 11

APPENDIX 1 DELIVERABLE ACCEPTANCE CERTIFICATE 12

1. Executive Summary

This Statement of Work sets forth the services and deliverables that Applications Software Technology LLC ("AST") shall provide the City of Jacksonville, FL ("City"), and includes description of the scope, roles, responsibilities, tasks and timeframe for building a strong and enhanced security to the City's Oracle ERP Cloud Financial Application. The City intends to implement Oracle Cloud Access Security Broker and AST SOD Analyzer plus to gain visibility, establish governance and compliance and threat protection for the ERP Financial Application.

This Executive Summary section is intended as an overview of the project, scope and timeline for the Oracle ERP Cloud Security Enhancement project.

1.1 Project Scope

The City of Jacksonville has implemented Oracle ERP Cloud as the system for Financial, Procurement, Budgeting, Human Resources, and Payroll administration. The scope of this project is to enhance the security of City's Oracle ERP Cloud Financial application by providing the following capabilities:

- Visibility - Get complete transparency into City's ERP Financial Cloud applications by implementing Oracle CASB and AST SOD Analyzer Plus.
- Governance and Compliance - Identify risks in ERP Financial Cloud, comply with regulations and provide consistent compliance reporting.
- Simplified Monitoring -Monitor ERP Cloud Financial activity, configurations and transactions. Identify anomalies and patterns of fraud or breach across ERP Cloud Financial.
- Data Security -Set up policies to discover and prevent unwarranted actions on the sensitive content and data in the ERP Cloud Financial.
- Threat Protection - Detect, Predict and Visualize whether ERP Cloud Financial is under cyber-attack.
- Incident Response - Act and conduct forensics when incidents are discovered in ERP Cloud Financial.
- User Behavior Analytics - Dynamic assessment of individual user behavior based on their assigned ERP cloud service access.
- Periodic Review of Access Rights – Generate reports of user role assignments at pre-defined schedule for the reviewers as needed
- Detect Segregation of Duties Violation – Generate report of users with Segregation of Duties violation in ERP Financial Application

2. Scope of Work

This section describes the scope of services associated with building a strong and enhanced Security of the Oracle Cloud ERP applications by implementing Oracle Cloud Access Security Broker and AST SOD Analyzer Plus. When completing the work tasks and deliverables identified in this Statement of Work, AST will complete all required tasks and produce all applicable deliverables according to, and comply with, the descriptions, mandated work products, and specific conditions stated within the RFP for each task or deliverable.

2.1 Implementation Services

AST shall perform implementation services, including:

- **Project Management:** Establish in coordination with City to create and maintain a Project Management Plan.
- **Definition:** Work with key project members to validate and understand project scope, planning, project organization and artifacts.
- **Requirement Gathering:** Work with business and other stakeholders to define requirements for CASB polices and rule definitions for SOD.
- **Development and Unit testing:** Develop the components, interfaces and capabilities of the system as defined in the definition phase.
- **Testing and Final Preparation:** Lead the final testing including system integration and acceptance testing, training, cut-over activities, and readiness plans for go-live steps.
- **Production Go-Live and Support:** To the extent scoped, move the components from the pre-production environment to the live production environment, and provide support for the stabilization period.

2.2 Implementation Scope

The implementation scope for Oracle CASB is outlined below:

- Project Planning and Governance
  - Build and Maintain the Project Plan
  - Project Coordination
  - Schedule weekly status review meetings
  - Provide monthly status to City stakeholders
- Conduct Requirement Gathering Workshops to define the following
  - Identify CASB Personas – Owner, Auditor and Administrator
  - Identify Policy Requirements
  - Identify Policy Parameters – monitoring objects, risk level etc.
  - Identify Policy Notification Requirements

    - Identify User Security Settings for CASB environments
    - Model Policies as per the requirements
    - Create Policy Specification documentation
- Set up and Configure CASB for Oracle ERP Financials
    - Provision CASB instance, working with Oracle
    - Set basic configurations in CASB
    - Integrate with External identity Provider, ticketing application
    - Configure User Security Settings in CASB Environments
    - Prepare an Oracle ERP Cloud tenant
    - Configure one non-prod Oracle ERP Cloud instances
    - Create policies for ERP applications as per the requirements
    - Integrate Oracle IDCS with Oracle CASB for threat detection
    - Configure alerts for Oracle Identity Cloud Service Users
    - Unit test policies
- Support User Acceptance Testing
    - Simulate scenarios in ERP to trigger CASB policy alerts
    - Simulate scenarios in IDCS to trigger CASB Policy alerts
    - Verify policy alerts and email contents with the users
- User Training and Documentation
    - Create CASB Administrative Guide
    - Conduct user training session (up to 2 hours)
- Production Go-Live
    - Onboard Oracle ERP Cloud Production Instance to CASB
    - Attach CASB policies to the production ERP instance
    - Provide four (4) weeks of post-production support

The implementation scope for AST SOD Analyzer plus is outlined below:

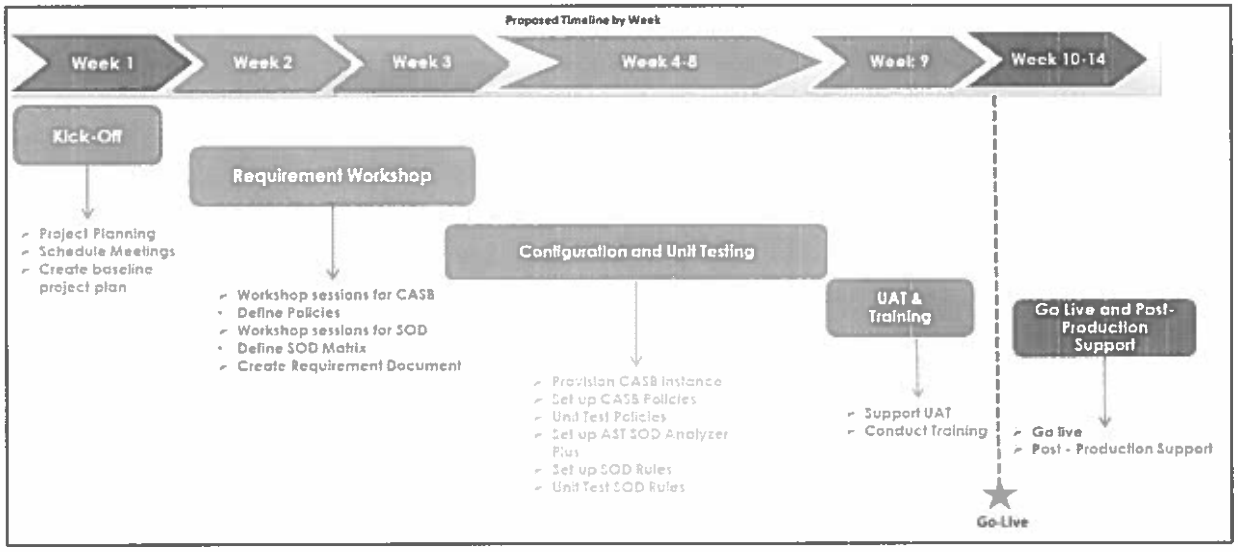
- Conduct Requirement Gathering Workshops to define the following
    - Review the AST pre-defined SOD rules for fitment to City
    - Get custom role definition from Cloud ERP
    - Define new SOD rules
    - Identify schedule for the SOD scanning
    - Identity users to be bypassed from SOD scan
    - Identify email recipients for automated report
    - Identify administrators for tool
    - Update SOD Matrix with rules as per the City
    - Review SOD Matrix with stakeholders
    - Create Requirement Document
    - Review Requirement Document
- Set up and Configure AST SOD Analyzer Plus
    - Deploy AST SOD Analyzer plus on WebLogic SOA Servers
    - Integrate AST SOD Analyzer plus with Non-Prod Oracle ERP
    - Set up SOD rules as per the identified matrix
    - Set up scan schedule and integrate with Oracle IDCS for authentication/authorization
    - Conduct Unit Testing
    - Review SOD report with Stakeholders
- User Training and Documentation

- Create Administrative Guide
- Conduct user training session (up to 1 hour)

- Production Go-Live
  - Onboard Oracle ERP Cloud Production Instance to AST SOD Analyzer Plus
  - Provide four (4) weeks of post-production support

2.3 Project Schedule

Following is the preliminary project schedule, which will be refined in working with City Project Manager. The estimated start date for the project is Feb 15th, 2020. The project will be completed in an estimated fourteen (14) weeks from the start date.



3. Project Roles & Responsibilities

For the successful execution of the project, the cooperation, support and interaction with the City's personnel will be valuable to the AST consultants working on the project. AST consultants will work closely with the City staff to form a cohesive team. A clear listing of the roles and responsibilities of the team members will prepare them to meet the challenges of the project and accomplish the project objectives in the planned timeframe.

3.1 AST Staff Role and Responsibilities

The table below identifies the lead responsibility for all the important tasks on the project. The assignment of roles and responsibilities has been made in order to achieve a continuous and effective transfer of knowledge to facilitate the long-term support of the system by City staff.

Description/meaning of the responsibility levels

Lead	*Ownership of the task and performing majority of the work.*
Co-Lead	*Co-ownership of the task, sharing responsibilities*
Assist	*Help the task owners by actively creating part of the deliverable or performing part of the activity*

To the extent that City is required to perform any activities in a "Co-Lead" or "Assist" capacity, AST shall advise City of such activities to permit City to coordinate the performance of activities and provide City with additional information when necessary.

Subject to the preceding paragraph, the designated City Oracle Cloud Service users shall be made available during the project for the mutually agreed upon interview, system demonstrations, system testing, decision-making, and other tasks related to this project.

The following is the responsibility matrix for AST:

Role/ Resource	Responsibility	AST
Technical Manager	Project Planning	Lead
	Project Management	Lead
	Status Reporting and Project Team Communication	Lead
	Scope Control	Lead
	Project Communication to Stakeholders	Lead
	Requirements Analysis	Assist
Security Architect	CASB Requirements Analysis	Lead
	SOD Requirement Analysis	Lead
	Design Considerations	Lead
Senior Developer	Configuration and Build	Lead

Role/ Resource	Responsibility	AST
	Unit Test	Lead
	System Integration Testing	Assist
	User Acceptance Testing Support	Assist
	Training Delivery	Lead
	Production Cutover Planning	Lead
	Production Deployment	Lead
	Post Production Support	Assist
Developer(s)	Configuration and Build	Assist
	Unit Test	Assist
	System Integration Testing	Lead
	User Acceptance Testing Support	Lead
	Production Cutover Planning	Assist
	Production Deployment	Lead
	Post-Production Support	Lead

NOTE: * AST Project Manager role will be fulfilled by the Technical Manager role identified above.

3.2 City Staff Role and Responsibilities

The following table outlines the roles and responsibilities of the City's team:

Role/ Resource	Responsibility
Project Manager/Coordinator	▪ Project Planning ▪ Project Management ▪ Primary point of contact for the AST team ▪ Review and prioritize activities planned for the engagement ▪ Plan maintenance and release windows along with AST PM ▪ Status Reporting and Project Team Communication
Business Users/SME	▪ Participate in CASB Workshops ▪ Participate in SOD Workshops ▪ Review CASB Policies and SOD Rules ▪ Participate in SIT/UAT
ERP Administrator	▪ Provide access to Oracle ERP Financial ▪ Prepare ERP Financial environment
OCI/SOA Administrator	▪ Provide access to SOA environment for development ▪ Provide access to OCI environment ▪ Provision servers/buckets as needed

4. Project Deliverables and Cost

The following table includes the deliverables for the project.

#	Deliverable Name	Timeline	Acceptance Criteria
D-01	Project Kick Off	Week 1	▪ Completed Project Kick-off event ▪ Submitted baseline project plan
D-02	Requirement Document completed	Week 3	▪ A completed word document with requirements for CASB and AST SOD Analyzer Plus
D-03	CASB Setup & Configuration Completed	Week 7	▪ CASB Configured with Policies
D-04	AST SOD Analyzer Configuration Completed	Week 8	▪ AST SOD Analyzer plus configured
D-05	Go Live Completed	Week 10	▪ Go Live Event completed
D-06	Post-production Support Complete	Week 14	▪ Event complete. All critical issues resolved or a City acceptable plan of resolution available

The consulting services for the project will be provided on a fixed fee of ***$90,000***. Below section provides the pricing details for the milestone deliverables.

#	Milestone Deliverable	Timeline (Weekly)	Cost (USD)
D1	Project Kick Off	Week 1	$15,000
D2	Requirement Document completed	Week 3	$10,000
D3	CASB Setup & Configuration Completed	Week 7	$20,000
D4	AST SOD Analyzer Configuration Completed	Week 8	$20,000
D5	Go Live Completed	Week 10	$15,000
D6	Post-production Support Complete	Week 14	$ 10,000
		Total Cost	**$ 90,000**

5. Assumptions

In developing this statement of work, the following assumptions have been made:

- City shall provide access to the existing production and non-production IDCS environments
- City shall provide access to all required Oracle Cloud Financials application service accounts.
- Oracle CASB integrations are limited for Financial Cloud.
- City shall provide the required Cloud Infrastructure for deployment of AST SOD Analyzer plus like but not limited to SOA CS Server, Load Balancers, Buckets etc.
- City is responsible for any required subscription for software pertaining to CASB, IDCS and Oracle Cloud Financials.
- Implementation scope is based on current available features of Oracle CASB.
- Timely response from the City/School Personnel is needed to get the solution deployed on City's Oracle Cloud Environment.
- This SOW will be the governing project document, outlining project deliverables and milestones as mutually agreed by City and AST.
- This SOW is based on a fixed price model; it assumes a fixed scope and fixed timeline for the project. Any changes to project scope, timelines, or approach will be subject to a Change Control process and may result in a change to the project cost.
- Any changes to the requirements post PO Approval will be subject to Change Control process and may result in change to project cost.
- City will be responsible for all software and hardware required for the project. These will be provided to AST consultants in a timely manner.
- Any product (software and hardware) defect should be resolved by the product vendor or team supporting the product; AST will work with City and the vendors in resolving those defects wherever possible but will not hold responsibility for the product defects.
- City will provide feedback on deliverables to AST within a reasonable time (within 5 business days) from the date of submission of the deliverables for review. AST will make any necessary changes to the deliverable and will submit for acceptance to City PM.
- City will ensure the timely engagement of required persons and other vendors for design review, user acceptance testing, integration testing and other tasks, as necessary.
- All parties (AST and City) are committed to executing the project based on the agreed-upon timeline as maintained jointly by AST and City.
- AST consultants will honor all holidays observed by City, although, with permission, may choose to work on holidays and weekends when appropriate.

6. Approval

Signed by the parties on the dates indicated below.

City	Applications Software Technology LLC
By:	By:
Name:	Name: Shyam Kumar
Title:	Title: Vice President
Date:	Date:

Appendix 1 Deliverable Acceptance Certificate

EDM
Enterprise Domain Model

EDM.910 – Acceptance Certificate

Enhancing Oracle ERP Cloud Security

Deliverable Type	Deliverable Description
☐ *Proposal/Change Order*	**<<Deliverable Name>>**
☐ *Project Plan*	<<Deliverable Description>>
☒ *Project Phase*	
☐ Application Module	
☐ *Business Process*	
☐ *Program Unit*	
☐ Speciation/Documentation	
☐ *Training*	

The above deliverable has been reviewed by the undersigned and fully meets the project deliverable acceptance criteria.

Approved By

Date	Name	Title	Signature
<Date>	<<Name	the City Project Manager	
<Date>	<<Name	AST Project Manager	

ESC-0569-16

1Cloud ERP

Project Implementation and SaaS Subscription Finance Tracking

CSPEC Award Date	Award	Master Services Contract with AST (Exhibit 1): Implementation Services	Ordering Document with AST (Exhibit 3): SaaS Software Subscription	Total Not-To Exceed
03/15/18	Initial Award - Master Services Contract with AST (Implementation Services), Cloud Services Agreement with Oracle, Ordering Document (SaaS Software Subscription)	$ 23,063,150.00	$ 1,234,201.20	$ 24,297,351.20
12/13/18	Implementation Services - Amendment #1_P1.CR.1-01	$ 28,800.00		$ 24,326,151.20
04/04/19	Implementation Services - Amendment #2_SOA.CR-01	$ 45,000.00		
	Original Award Ordering Document True-Up		$ 411,400.40	
	1st Renewal Ordering Document		$ 1,708,320.99	$ 26,490,872.59
05/02/19	1st Renewal Ordering Document - Amendment #1_(Decrease-DIPC Services)		$ (97,620.32)	$ 26,393,252.27
05/23/19	1st Renewal Ordering Document - Amendment #2_(Increase-New DIPC Services)		$ 97,450.32	$ 26,490,702.59
10/24/19	1st Renewal Ordering Document - Amendment #3_(Increase-Additional Instances)		$ 8,728.13	$ 26,499,430.72
12/15/19	Implementation Services - Amendment #3_P1.CR.09 Phase 1 Go Live Extension and P3.CR.02 COA Synch between GL and EPM	$ 1,520,278.00		$ 28,019,708.72
05/19/20	2nd Renewal Ordering Document - Amendment #4		$ 1,752,362.00	$ 29,772,070.72
08/13/20	Implementation Services - Amendment #4 _(AST Support Services-Phases 1, 1a and 3)	$ 90,000.00		$ 29,862,070.72
09/24/20	Implementation Services - Amendment #4 _(AST Support Services-Phases 1, 1a and 3)	$ 345,000.00		$ 30,207,070.72
Pending	Implementation Services - Amendment #5_(CASB Implementation)	$ 90,000.00		$ 30,297,070.72
		$ 25,182,228.00	**$ 5,114,842.72**	**$ 30,297,070.72**

1Cloud ERP

Project Implementation and SaaS Subscription Finance Tracking

CSPEC Award Date	Contract Date	Terms	City Contract	Award	Award Amount	Total Not-To Exceed	Purchase Order	Comments
03/15/18	03/28/18 03/28/18 - 03/27/26	Eight (8) Years with Three (3) Optional Yearly Renewals	#10180-01	Cloud Services Agreement with Oracle			N/A	No dollar amount associate with this contract. This is the Public Sector Cloud Services Agreement. It documents some specific parts from the Ordering Document as associated with quantity limitation.
CSPEC Award Date	**Contract Date**	**Terms**	**City Contract**	**Award**	**Award Amount**	**Total Not-To Exceed**	**Purchase Order**	**Comments**
03/15/18	03/28/18 03/28/18 - 03/27/23	Five (5) Years with Three (3) Optional Yearly Renewals	#10420	**Master Services Contract with AST (Implementation Services)** - Initial Award and Contract	$ 23,063,150.00	$ 23,063,150.00	600006-20-021	Initial Award and Contract executed. Software Subscription only awarded for 3/4 of the annual expense due to budgtary limitations. During budget cycle additional funding allocated to cover the approved project costs.
12/13/18	1/14/2019 03/28/18 - 03/27/23	N/A	#10420 AMD 1	Implementation Services - Amendment #1_P1.CR.1-01	$ 28,800.00	$ 23,091,950.00	600006-20-021	Only increased the not-to-exceed amount for implementation services to $23,091,950
04/04/19	05/23/19 03/28/18 - 03/27/23	N/A	#10420 AMD 2	Implementation Services - Amendment #2_SOA.CR-01	$ 45,000.00	$ 23,136,950.00	600006-20-021	Award was approved for the additional implementation services, true up of the award amount for the SaaS Software Subscription and the 1st Year Renewal of the SaaS Software Subscription Ordering Document. Contract was at final stage for signatures when Oracle declined to accept the Ordering Document due to the approval not being recevied prior to 3/30/19 when the document expired. *Note-Accounting created a separate contract 10420-01 for this amendment.
12/15/19	01/06/20	N/A	#10420 AMD 3	Implementation Services - Amendment #3_P1.CR.09 Phase 1 Go Live Extension	$ 1,491,478.00	$ 24,628,428.00	600026-20-021	Change Order to account for the phase 1 go-live scheduel extension to 02/29/2020. Two payments: P1.CR.09.01 Pre-Prod Data Conversion Testing $522,017 and P1.CR.09.02 Phase 1 Go-Live $969,461.
12/15/19	01/06/20	N/A	#10420 AMD 3	Implementation Services - Amendment #3_P3.CR.02 COA Synch between GL and EPM	$ 28,800.00	$ 24,657,228.00	600026-20-021	Change Order to create the intermediate solution for the EDM synching between the GL and EPM modules.
08/13/20	09/21/20	N/A	#10420 AMD 4	Implementation Services - Amendment #4_AST Post Implemetnation Support Services	$ 90,000.00	$ 24,747,228.00	610219-20-021	Change Order to add funding to the maximum indebtedness for AST Support Services for Phases 1, 1a, & 3. Funding source from ITD operational dollars.
09/24/20	09/30/20	N/A	#10420 AMD 5	Implementation Services - Amendment #5_P2.CR.## Phase 2 Schedule Change	$ 345,000.00	$ 25,092,228.00	610219-20-021	Change Order to add funding to the maximum indebtedness for AST Support Services for Phases 1, 1a, & 3. Funding source from ITD operational dollars.
Pending	Pending	N/A	Pending	Implementation Services - CASB Implementation	$ 90,000.00	$ 25,182,228.00		Change Order to add funding to the maximum indebtedness for AST Implementation Services for CASB Implementation. Funding source from ITD operational dollars.
CSPEC Award Date	**Contract Date**	**Terms**	**City Contract**	**Award**	**Award Amount**	**Total Not-To Exceed**	**Purchase Order**	**Comments**
03/15/18	03/28/2018 03/28/18 - 03/27/19	One (1) Year with Seven (7) Optional Yearly Renewals Ordering Document *Renews Annually including the Attachment 1 Exhibit A Oracle Business Associate Agreement*	#10421	**Ordering Document (SaaS Software Subscription)** - Initial Award and Contract	$ 1,234,201.20	$ 1,234,201.20	N/A	Initial Award and Contract executed. Software Subscription only awarded for 3/4 of the annual expense due to budgtary limitations. During budget cycle additional funding allocated to cover the approved project costs.
04/04/19	03/28/18 03/28/18 - 03/27/19		#10420-01	Original Award Ordering Document True-Up	$ 411,400.40	$ 1,645,601.60	N/A	Award was approved for the additional implementation services, true up of the award amount for the SaaS Software Subscription and the 1st Year Renewal of the SaaS Software Subscription Ordering Document. Contract was at final stage for signatures when Oracle declined to accept the Ordering Document due to the approval not being recevied prior to 3/30/19 when the document expired. Oracle was retiring several products for their Data Integration Platform Cloud Services (DIPC) and these products were no longer valid on the Ordering Document. After many review and validation sessions with AST confirming the expired products and pricing to be
04/04/19	03/28/19 - 03/27/20	Seven (7) Years with Three (3) Optional Yearly Renewals Ordering Document Renews Annually	#10420-01	1st Renewal Ordering Document	$ 1,708,320.99	$ 3,353,922.59	N/A	
05/02/19	05/21/19 03/28/19 - 03/27/20		#10420-01	1st Renewal Ordering Document - Amendment #1_(Decrease-DIPC Services)	$ (97,620.32)	$ 3,256,302.27	N/A	
05/23/19	05/31/19 03/28/19 - 03/27/20		#10420-02	1st Renewal Ordering Document - Amendment #2_(Increase-New DIPC Services)	$ 97,450.32	$ 3,353,752.59	N/A	Oracle's replacement product numbers for the DIPC were provided and another amendment to the 1st Year renewal Ordering document was created. Oracle treated this as a separate Ordering Document, co-terming with the 1st year renewal. On 5/23/19 CSPEC approved the increase in SaaS Subscription Services, additional quarterly payment schedule and increased the not to-exceed amount. Contract was was amended and executed. *Note-Accounting created a separate contract 10420-02 for this amendment.
10/24/19	11/05/19 03/28/19 - 03/27/20		#10421-01	1st Renewal Ordering Document - Amendment #3_(Increase-Additional Instances)	$ 8,728.13	$ 3,362,480.72	600020-20	Requested 3 additional Oracle instances in order to accommodate the layering of the 3 phases implementations being performed concurrently. Instances are pro-rated to term at the end of the 1st Renewal of the Ordering Document and will be eligible to renew for a full year. Payment for the instances for the initial perioed will be paid in the 4th quarter payment.
05/19/20	03/28/20 - 03/27/21	Six (6) Years with Three (3) Optional Yearly Renewals Ordering Document Renews Annually	#70170-20	2nd Renewal Ordering Document -Amendment #4	$ 1,752,362.00	$ 5,114,842.72	608128-20	The increase in the Order Document (SaaS Subscription Services) is due to the requirement for an additional 50 licenses for the Enterprise Planning and Budgeting Cloud (EPBCS) to allow users to conduct Budget Transfers within the moduie. There are adjustment increases to the replacement DIPC services included in Amendment #2. That amendment included pro-rated services due to the late timing of Oracle adding the services. For this renewal, these items are costed for a full year cycle.

1Cloud ERP

Project Implementation and SaaS Subscription Finance Tracking

	Initial Award	Implementation Services - Amendment #1_P1.CR.1-01	Implementation Services - Amendment #2_SOA.CR-01 + Original Award Ordering Document True-Up + 1st Renewal Ordering Document	Amendment #1 1st Renewal Ordering Document (Decrease-DIPC Services)	Amendment #2 1st Renewal Ordering Document (Increase-New DIPC Services)	Amendment #3 1st Renewal Ordering Document (Increase-Additional Instances)	Implementation Services - Amendment #3_P1.CR.09 + P3.CR.02	Amendment #4 2nd Renewal Ordering Document (Increase-CX Usage+Budget Licenses)	Implementation Services - Amendment #4_AST Support Services	Implementation Services - Amendment #5_AST Support Services	Implementation Services - Amendment #6_(CASB Implementation)
Master Services Contract with AST (Implementation Services)	$ 23,063,150.00	$ 23,091,950.00	$ 23,136,950.00	$ 23,136,950.00	$ 23,136,950.00	$ 23,136,950.00	$ 24,657,228.00	$ 24,657,228.00	$ 24,747,228.00	$ 25,092,228.00	$ 25,182,228.00
Ordering Document (SaaS Software Subscription)	$ 1,234,201.20	$ 1,234,201.20	$ 3,353,922.59	$ 3,256,302.27	$ 3,353,752.59	$ 3,362,480.72	$ 3,362,480.72	$ 5,114,842.72	$ 5,114,842.72	$ 5,114,842.72	$ 5,114,842.72
Total All Contracts Not-to-Exceed Amount	$ 24,297,351.20	$ 24,326,151.20	$ 26,490,872.59	$ 26,393,252.27	$ 26,490,702.59	$ 26,499,430.72	$ 28,019,708.72	$ 29,772,070.72	$ 29,862,070.72	$ 30,207,070.72	$ 30,297,070.72
Ordering Document (SaaS Software Subscription) Quarterly Payments	$ 411,400.40	$ 411,400.40	$ 427,080.25	$ 402,675.17	$ 427,037.75	$ 429,219.78	N/A	$ 438,090.50	N/A	N/A	N/A
Ordering Document (SaaS Software Subscription) Annual Not-to-Exceed Amount	$ 1,234,201.20	$ 1,234,201.20	$ 1,708,320.99	$ 1,610,700.67	$ 1,708,150.99	$ 1,716,879.12	N/A	$ 1,752,362.00	N/A	N/A	N/A

	ERP 1Cloud		
Not-to-exceed Amount:	FAMIS Index Code	1Cloud Account String	Totals
AST – Implementation Services	AFIT53A – ITEF01 – 02 – 069509	53106.113002.565091.000636.00000000.00000.0000000	$ 24,657,228.00
AST – Post Implementation Support Services	NA	53101.113001.531090.000000.00000000.00000.0000000	$ 435,000.00
AST – Software Subscription	AFIT53A – ITEF01 – 02 – 069509	53106.113002.565091.000636.00000000.00000.0000000	$ 1,234,201.20
AST – Implementation Services	AFIT531FERP – 03118	53101.113002.531180.000000.00000493.00000.0000000	$ 90,000.00
AST – Software Subscription	AFIT531FERP – 03118	53101.113002.531180.000000.00000493.00000.0000000	$ 3,880,641.52
Total Maximum Indebtedness			$ 30,297,070.72

SUBJECT: ENTERPRISE RESOURCE PLANNING (ERP) SOFTWARE AS A SERVICE SOLUTION

BID #: ESC-0549-16

OPEN DATE: 12/14/2016

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT: Service Contract

AGENCY: Information Technologies Division

BASIS OF AWARD: Highest Scoring Bidder Based On Evaluation Criteria

NUMBER OF BIDS INVITED: (23) NUMBER RECEIVED: (8) OTHER: (1)

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval to increase the award with Applications Software Technology, LLC (AST) in the amount of $345,000.00 for Master Services Contract with AST to provide post-implementation support services. The increase request includes remote support services for the Oracle 1Cloud system. The revised total contract expenditure not-to-exceed $30,207,070.72.

Funding to be encumbered by account number 53101-113001-531090, to be executed by formal contract amendment (Contract#10420) through the Office of General Counsel.

ATTACHMENTS: Recommendation Memo, Previous Awards

ANALYST: _____ RUBEN OLA

RESPECTFULLY SUBMITTED _____ GREGORY PEASE, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: Kenneth Lathrop, Chief of Information Technologies/CIO

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF CSPEC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING 5 MEMBERS DISAPPROVING 0 DATE: 9/24/20

Paul Truman

Teresa R Eichard

OTHER: _____

ACTION OF AWARDING AUTHORITY DATE 9-24-20

APPROVED ✓ BH DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

Brian Hughes
Chief Administrative Officer
For: Mayor Lenny Curry
Under Authority of:
Executive Order No. 2019-02