



**GWA RESOLUTION NO. 20-FY2024**

**RELATIVE TO AUTHORIZING THE GUAM WATERWORKS AUTHORITY TO PETITION THE PUBLIC UTILITIES COMMISSION FOR AUTHORIZATION TO ISSUE A REQUEST FOR PROPOSALS FOR COMPREHENSIVE SUPPORT SERVICES FOR APPLICATIONS AND INTEGRATION TECHNOLOGIES UTILIZED BY THE GUAM WATERWORKS AUTHORITY, GUAM POWER AUTHORITY, PORT AUTHORITY OF GUAM AND THE GUAM INTERNATIONAL AIRPORT AUTHORITY.**

**WHEREAS**, under 12 G.C.A. § 14105, the Consolidated Commission on Utilities (“CCU”) has plenary authority over financial, contractual, and policy matters relative to the Guam Waterworks Authority (“GWA”); and

**WHEREAS**, the Guam Waterworks Authority (“GWA”) is a Guam Public Corporation established and existing under the laws of Guam; and

**WHEREAS**, the Guam Waterworks Authority (GWA), Guam Power Authority (GPA), the Port Authority of Guam (PAG) upgraded to Oracle JD Edwards EnterpriseOne (E1) in 2021, and the initial support contracts for these systems are set to expire, necessitating the procurement of comprehensive support services to ensure the continued smooth operation and maintenance of these critical enterprise resource planning (ERP) systems; and

**WHEREAS**, The Guam International Airport Authority (GIAA) is currently using the legacy JD Edwards World system and requires professional services to upgrade to E1; and

**WHEREAS**, The GWA, GPA, PAG, and GIAA, collectively known as GPWPAA, all use the JD Edwards ERP system platform to manage financial resources, and other business processes such as human resources, supply chain and work order management; and,

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1           **WHEREAS**, acknowledging the joint requirement for comprehensive support services  
2 for applications and integration technologies, the GPWPAA seek to leverage combined  
3 purchasing power to attain the most cost-effective support arrangement; and  
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5           **WHEREAS**, GPWPAA aims to enhance its ERP system, along with other integrated  
6 applications, to boost efficiency and ensure seamless operation, maintenance, and functionality  
7 of all systems; and  
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9           **WHEREAS**, it is imperative for GPWPAA to engage in a competitive procurement  
10 process to select a qualified offeror who can provide the necessary support services to meet each  
11 organization's objectives and requirements; and  
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13           **WHEREAS**, pursuant to 12 GCA Section 12004, the Guam Public Utilities Commission  
14 has established protocols for the review of professional contracts and obligations of the GWA  
15 prior to beginning the procurement process for all professional services exceeding one million  
16 dollars (\$1,000,000) in the initial term and any renewal options; and,  
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18           **WHEREAS**, GWA's current maintenance and support agreements in place for E1,  
19 Oracle Cloud Services and other integrated applications is more two hundred sixty-two thousand  
20 seven hundred and eighty-eight dollars (\$262,788) annually and exceed one million dollars  
21 (\$1,000,000) over a five-year term; and,  
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23           **WHEREAS**, GWA seeks authorization from the Public Utilities Commission (PUC) to  
24 issue a Request for Proposals (RFP) on behalf of GPWPAA for comprehensive support services,  
25 which will include activities such as support/troubleshooting, application functional support,  
26 application development support, and managing negotiation and maximization of software  
27 application licensing, maintenance, and support agreements (see Exhibit 1); and  
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29           **WHEREAS**, GPWPAA have invested millions of dollars to upgrade to E1 and intend to  
30 use the system through the guaranteed Oracle Premier Support Policy of maintaining and  
31 developing the system through 2035; and,

1           **WHEREAS** GPWPAA seeks to enter a long-term contract to ensure continuity with  
2 selected partners to train, maintain, support, and develop E1 at the lowest possible cost; and,  
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4           **WHEREAS** GPWPAA intends to engage in contracts for an initial five-year term (60  
5 months) with the flexibility of extending for five (5) additional 1-year terms, subject to the  
6 availability of funds, and reserves the right to award contracts for the entire RFP scope or subsets  
7 thereof to one or multiple offerors, as deemed appropriate.  
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9           **NOW BE IT THEREFORE RESOLVED;** the Consolidated Commission on Utilities  
10 does hereby approve the following:

- 11           1. The recitals set forth above hereby constitute the findings of the CCU.
- 12           2. The Guam Waterworks Authority is hereby authorized to petition the Public  
13 Utilities Commission for authorization to issue a Request for Proposals (RFP)  
14 titled "Comprehensive Support Services for Applications and Integration  
15 Technologies utilized by the Guam Waterworks Authority, Guam Power  
16 Authority, Port Authority of Guam and the Guam International Airport  
17 Authority" in accordance with the terms and conditions outlined in the RFP  
18 document; and
- 19           3. GWA shall adhere to all applicable laws, regulations, and guidelines  
20 governing the procurement process, and shall ensure transparency, fairness,  
21 and equal opportunity for all potential offerors; and
- 22           4. Upon approval from the Public Utilities Commission, GWA shall promptly  
23 proceed with the issuance of the RFP and evaluation of proposals received.  
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25           **RESOLVED,** that the Chairman certified, and the Board Secretary attests to the adoption  
26 of this Resolution.

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1 **DULY AND REGULARLY ADOPTED**, this 28<sup>th</sup> day of May 2024.

2 Certified by:

Attested by:

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5 **JOSEPH T. DUENAS**

**PEDRO ROY MARTINEZ**

6 Chairperson

Secretary

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9 **SECRETARY'S CERTIFICATE**

10 I, Pedro Roy Martinez, Board Secretary of the Consolidated Commission on  
11 Utilities as evidenced by my signature above do hereby certify as follows:

12 The foregoing is a full, true and accurate copy of the resolution duly adopted at a  
13 regular meeting by the members of the Guam Consolidated Commission on Utilities,  
14 duly and legally held at a place properly noticed and advertised at which meeting a  
15 quorum was present and the members who were present voted as follows:

16		
17	AYES:	<u>5</u>
18	NAYS:	<u>0</u>
19	ABSENT:	<u>0</u>
20	ABSTAIN:	<u>0</u>



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**RFP TITLE: Comprehensive Support Services for Applications and Integration Technologies utilized by the Guam Waterworks Authority, Guam Power Authority, Port Authority of Guam, and the Guam International Airport Authority.**

**DEFINITIONS**

**OFFEROR:** The individual, partnership, corporation, or joint venture submitting a written or documented response to this subject RFP.

**OWNER:** The Guam Waterworks Authority (GWA), Guam Power Authority (GPA), Port Authority of Guam (PAG) and the Guam International Airport Authority known jointly as GPWPAA and the General Manager, Executive Manager (GIAA) or designated representatives of GWA, GWA, PAG, and GIAA.

**CONTRACT TERMS:** GPWPAA and the CONTRACTOR agree that this CONTRACT will be for a base five-year period (60 months) from the date of the signed Notice to Proceed award subject to the availability of funds, with the option of five (5) additional 1-year terms.

GPWPAA reserves the right to award a Contract for the entire RFP scope or for subsets of the RFP scope to one, none, or any OFFERORS.

Each OWNER will enter separate Contracts with one, none, or any OFFERORS.

**SOLICITATION AND TECHNICAL REQUIREMENTS**

**OVERVIEW**

The Guam Waterworks Authority was established in 1996 with the mission of maintaining and expanding Guam's island-wide water system. As the primary provider of water and wastewater services on the island, located in the western Pacific Ocean and under the jurisdiction of the United States, GWA oversees the management of water resources, operates treatment facilities, distribution systems, and wastewater treatment plants. This responsibility ensures a safe and dependable water supply and sanitation services for residents, businesses, and governmental facilities.

GWA is a significant contributor to the island's infrastructure, managing assets totaling \$1.2 billion, and generating \$107 million in annual revenues. Each month, GWA produces and treats over 39 million gallons of water and 10 million gallons of wastewater. The authority's customer base consists of more than 43,000 for water services and over 30,000 for wastewater services.

Operating as a public corporation and autonomous instrumentality under the Government of Guam, GWA is committed to meeting the island's water and sanitation needs while upholding standards of accountability and transparency.

The Guam Power Authority was created in 1968 as a public corporation and autonomous instrumentality of the Government of Guam. Since that time, the Authority has maintained and expanded the island wide power system in Guam. The Authority, the sole electric utility on island, now has 469 megawatts of generation capacity, 1,821 miles of transmission and distribution lines, 29 substations, \$855 million in assets, and \$554 million in annual revenues. GPA currently serves approximately 53,000 customers with the U.S. Navy being the largest representing about 19% of revenue.

Both the GWA and GPA operate under the governance of the Consolidated Commission on Utilities (CCU), which comprises five elected members. The CCU holds authority over contracting, policymaking, and the selection of top management within both authorities. Furthermore, the operations of GWA, GPA and PAG are subject to regulation by the Guam Public Utilities Commission (PUC), a rate-setting body consisting of Commissioners appointed by the Governor of Guam. The PUC functions within established operational guidelines akin to those observed in other jurisdictions within the United States. Notably, the PUC possesses extensive regulatory powers over GPWPAA, including the approval of contracts that may impact rates.

The Port Authority of Guam was established as a public corporation and an autonomous agency of the Government of Guam by Public Law 13-87 in October 1975. PAG operates the only commercial seaport in the Territory of Guam and, as the primary seaport in Micronesia, serves as a transshipment point for the entire Western Pacific region. PAG owns five cargo-handling piers, two fuel piers, and three marinas. It serves the largest U.S. deep-water port in the region and currently handles about one to two million tons of cargo a year. The cost of operations and capital improvements are funded largely from PAG revenues.

PAG, the main lifeline of consumer goods to Guam, ensures prompt and efficient delivery of these goods but also supports the development of maritime industries by leasing land and infrastructure to private interests. As a public corporation, PAG reinvests all profits into upgrading equipment, facilities, and the continuous growth of the island's seaport. With over 90% of the region's goods and passing through its facilities, PAG plays a vital role in enhancing the quality of life for residents, serving as the crucial link connecting the region to the global market plan.

The A.B. Won Pat International Airport Authority, Guam (GIAA) was established in 1976 and is a public corporation and an autonomous instrumentality of the Government of Guam with authority to acquire, construct, reconstruct, purchase, extend, improve, better, operate and maintain airports and related facilities for civil aviation purposes on Guam. The GIAA owns and operates the Airport and is the only commercial operator in Guam licensed by the FAA. The GIAA's total passenger movement for Fiscal Year 2022 amounted to 745,717 with passenger enplanements amounting to 56%, or 418,234. Additionally, the GIAA managed 18,757 aircraft movements, and cargo activity over 17,080 metric tons of cargo and 16,972 metric tons of mail. Prior to the COVID-19 Pandemic, GIAA's average annual airport activity exceeded 3M passenger movements, 20,000 metric tons of cargo and more than 50,000 flight movements.

All powers vested in the Authority under Chapter 1 of Title 12 of the Guam Code annotated are exercised by its Board of Directors, which consists of seven members nominated and appointed by the Governor of Guam, subject to confirmation by the Guam Legislature.

## **PURPOSE**

The GWA, GPA and PAG upgraded their Enterprise Resource Planning (ERP) systems in 2021 to three separate Oracle Cloud instances of Oracle JD Edwards EnterpriseOne (E1) system. The E1 systems integrate with multiple applications and are primarily used for management of financial transactions, inventory and asset management, work order management, human resource management and purchasing. The GIAA ERP platform is the legacy version, JD Edwards World.

This procurement is to provide GPWPAA with client-side training and support services to enhance their knowledge and performance for the proper operation and maintenance of its Oracle Cloud

services, E1 and other integrated applications. This scope of work will include staff training services for the Oracle Cloud Infrastructure, E1 and other integrated programs. Application development, project management and managing agent services are also requested. Other additional related services could be requested from the Offeror for the implementation of software applications upgrade or replacement, operation, and enhancement to the E1, third-party applications and integrated applications not articulated in the Scope of Work below.

## SCOPE OF WORK

The offer shall define which of the applications and integration technologies they have expertise in and can provide support. Offeror's response should include specific descriptions of experience with each related application as listed:

Existing Applications Used by:		GWA	GPA	PAG	GIAA
[ 01 ]	Oracle JD Edwards EnterpriseOne	✓	✓	✓	
[ 02 ]	JD Edwards World				✓
[ 03 ]	Oracle Fusion Procurement Cloud, including self-service	✓			
[ 04 ]	Oracle Fusion Enterprise Resource Planning Cloud, including self-service	✓			
[ 05 ]	Oracle Fusion Document Recognition Cloud Service	✓			
[ 06 ]	Customer Care and Billing (CC&B)	✓	✓		
[ 07 ]	Rinami Cantara Mobile App	✓			
[ 08 ]	Clevest Mobile Workforce Management		✓		
[ 09 ]	ESRI ArcGIS Enterprise	✓	✓		
[ 10 ]	Hubble (Insight software)	✓	✓		
[ 11 ]	Bottomline Transform	✓			
[ 12 ]	RMM Rackware	✓			
[ 13 ]	AllOut Security	✓	✓		
[ 14 ]	Oracle Data Guard		✓		
[ 15 ]	StarQuest	✓			
[ 16 ]	ODBC/JDBC		✓		
[ 17 ]	DocuSign	✓	✓		
[ 18 ]	Vertex Tax Table	✓	✓		
[ 19 ]	Oracle Integration Cloud	✓	✓	✓	
[ 20 ]	Oracle Content Experience Cloud	✓			
[ 21 ]	Oracle Identity Cloud Service	✓			
[ 22 ]	Microsoft 365 Enterprise	✓			
[ 23 ]	Navis N4 terminal operating system			✓	

The Offeror should account for the following activities for the maintenance and support of the applications based on the following:

#### Support/Troubleshooting

##### A) Oracle Cloud Infrastructure, JD Edwards CNC Support, and other integrated third-party applications backend support

The Offeror shall work with GPWPAA to determine the required level of managed services for its Oracle Cloud servers, ensuring high availability, performance, security, and cost-effectiveness. The Offeror will also identify gaps in the GPWPAA IT organization where supplemental assistance is needed and develop a knowledge transfer training program. Examples of support could include but not be limited to:

- Provisioning, configuration, and deployment of Oracle Cloud instances as per requirements.
- Continuous monitoring of server performance, availability, and security.
- Incident management, including troubleshooting and resolution of server-related issues.
- Regular backups and disaster recovery planning.
- Offsite backup to on-premises environments (where applicable)
- Patch management and system updates also include on-premises environments (where applicable).
- Capacity planning and optimization to ensure efficient resource utilization.
- Security management, including implementing best practices and compliance with industry standards.
- Performance tuning and optimization of Oracle Cloud services.
- Configuration, monitoring, and maintenance of JD Edwards EnterpriseOne technical infrastructure, including servers, databases, third-party applications and integrations and web servers.
- System performance monitoring, resource utilization analysis, and proactive issue identification and resolution.
- Routine maintenance tasks such as applying patches, updates, and service packs to keep the JD Edwards EnterpriseOne system, third-party applications, and integrations current and secure.
- Implementation and maintenance of security measures to protect the JD Edwards EnterpriseOne environment from unauthorized access and security threats.
- Development and implementation of backup and recovery strategies to ensure data integrity and availability in the event of system failures or disasters.
- Performance tuning and optimization to enhance system performance and scalability.
- Providing technical support and expertise to GPWPAA IT teams as required including but not limited to:
  - How to troubleshoot and read error log files
  - Assisting in understanding and resolving ongoing issues faced by users, ensuring effective troubleshooting and resolution.
  - Identification of essential queries and reports for monitoring application performance, along with guidance on their execution.
  - Provide best practice scenarios for proper operation and maintenance of the Oracle Cloud Infrastructure



- Identifying and addressing issues related to Oracle Cloud Infrastructure, with a focus on optimizing system performance.

## B) Application Functional Support

The Offeror shall provide application functional support services to ensure the efficient operation and maintenance of GPWPAA applications. The goal is to address functional issues, optimize performance, and enhance user satisfaction with the application portfolio.

Examples of support could include but not be limited to:

- Guidance on identifying and resolving errors encountered during batch processing.
- Strategies for resolving frequently encountered backend error screens to ensure smooth application operation.
- Assisting in understanding and resolving ongoing issues faced by users, ensuring effective troubleshooting and resolution.
- Identification of essential queries and reports for monitoring application performance, along with guidance on their execution.
- Evaluation of existing manual workarounds to ensure accuracy and effectiveness in resolving issues.
- Recommendations for optimal practices in promoting code changes and maintaining application environments.
- Reviewing business processes to identify potential triggers for issues and proposing improvements or workarounds.
- Providing comprehensive technical support for the proper operation and maintenance of the applications.
- Investigating and resolving system performance issues, including performance tuning to optimize system performance.
- Creating solutions for production issues and assisting in their deployment to ensure timely resolution.
- Managing user administration and configuring security settings to maintain system integrity.
- Resolving issues related to reporting functionality, ensuring accurate and reliable reporting.
- Managing and implementing core and third-party application and integration upgrades, service packs, and patches to maintain system functionality and security.

## C) Application Development Support

The Offeror shall deliver high-quality application development services that align with the goals and requirements of GPWPAA. We aim to leverage Oracle and other third-party technologies to streamline business processes, enhance productivity, and drive innovation.

Examples of support could include but not be limited to:

- Requirement gathering and analysis to understand business needs and objectives.
- Customization of applications tailored to GPWPAA's requirements.
- Assist with programming and design of Application Programming Interface (API) for Integration of Oracle applications with existing systems and third-party tools.

- Performance tuning and optimization of applications for scalability and efficiency.
- Testing, quality assurance, and deployment of developed solutions.
- Documentation of application architecture, design, and functionality.
- Training and knowledge transfer to GPWPAA staff as necessary.
- Implement requested application enhancements.

D) Managing Negotiation and Maximization of GPWPAA Software Application Licensing, Maintenance, and Support Agreements

The Offeror shall provide services to effectively manage the negotiation and maximization of software application licensing, maintenance, and support agreements owned or leased by the GPWPAA. The goal is to ensure cost-effective utilization of software assets while maintaining compliance with licensing agreements and optimizing support services to meet the organization's needs. The Offeror may act as a pass-through agent solely for the purpose of facilitating payment to software offerors on behalf of GPWPAA and billing GPWPAA for such payments. As a pass-through agent, the Offeror shall not be responsible for the content, quality, or performance of the software provided by the software offerors.

Examples of support could include but not be limited to:

- Reviewing and assessing existing software application licensing, maintenance, and support agreements.
- Negotiating favorable terms and conditions for new agreements and renewals to minimize costs and maximize benefits.
- Ensuring compliance with licensing agreements to prevent legal and financial risks.
- Optimizing support services to enhance system performance and user satisfaction.
- Conducting an inventory of all software applications owned or leased by GPWPAA.
- Assessing the terms and conditions of existing or new licensing, maintenance, and support agreements.
- Evaluating software offerors and service providers based on factors such as reputation, reliability, and cost-effectiveness.
- Identifying potential offerors for negotiation or renewal of agreements.
- Simplify and consolidate billing process & schedule.

E) Implementation of Software Applications Upgrade or Replacement

The Offeror shall conduct a comprehensive analysis of the current software applications and assess the need for either upgrading existing systems or implementing new software. This assessment should consider various factors such as system requirements, compatibility with existing infrastructure, and cost-effectiveness. Subsequently, the offeror will formulate a detailed plan for the upgrade or replacement application implementation process, outlining timelines, resource allocation, and project milestones.

Examples of services could include but not be limited to:

- Collaborate with key stakeholders to gather requirements and define customization priorities.
- Customize the software applications to align with specific business processes and requirements.

- Configure system settings, workflows, and user interfaces to optimize functionality and usability.
- Implement tailored solutions that enhance productivity, efficiency, and user satisfaction.
- Perform a comprehensive assessment of existing data sources and structures.
- Develop a data migration strategy to ensure seamless transition of data from legacy systems to the new software.
- Cleanse and validate data to maintain accuracy and integrity throughout the migration process.
- Execute data migration tasks according to the established plan, minimizing downtime and disruption to business operations.
- Conduct post-migration validation to verify data integrity and completeness.
- Identify integration points and dependencies with other systems and applications within the organization.
- Develop integration solutions to facilitate seamless data exchange and interoperability.
- Implement APIs, web services, or middleware to enable communication between disparate systems.
- Test integration functionality to ensure reliability, security, and performance.
- Provide documentation and training on integration procedures for system administrators and end-users.
- Develop comprehensive test plans and test cases to validate the functionality and performance of the software applications.
- Conduct various types of testing, including unit testing, integration testing and system testing.
- Perform regression testing to identify and mitigate any issues introduced during the upgrade or implementation process.
- Document test results and track defects using a centralized issue tracking system.
- Collaborate with stakeholders to address any identified issues and ensure the software meets quality standards and user expectations.

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The Offeror shall design a support model for the aforementioned services that offers maximum flexibility in terms of service levels and financial arrangements. In their proposal, the Offeror is encouraged to explore innovative approaches such as consolidating platforms, pooling subscription services, and other collaborative measures among the four organizations utilizing JD Edwards EnterpriseOne to achieve cost savings. Additionally, the Offeror shall consider the following factors and explore bundling services to optimize value for GPWPAA.

- Schedule work to be performed at a time mutually agreeable between GPWPAA and Offeror.
- The Offeror will follow GPWPAA standards, methodology, processes and generate the GPWPAA required support documentation (e.g. Design specs, etc.)
- Emergency maintenance to resolve operational issues and problems will be triaged by the Offeror and GPWPAA staff.
- Propose service level agreements for turnaround times for various activities, ensuring timely and efficient service delivery.

For new functionality or services requested by GPWPAA, Offeror shall propose an agreement model that maximizes value such as pay-per performance, risk sharing, or value-based pricing, ensuring alignment with GPWPAA's objectives and delivering tangible benefits. Such new functionality or services will proceed upon written approval from the GPWPAA team.

**QUALIFICATIONS**

GPWPAA seeks an Offeror with excellent qualifications in support of GPWPAA systems based on the following:

Evaluation of Offeror Qualifications

This section evaluates the qualifications and capabilities of the Offeror in providing the services outlined in this RFP. Offerors are required to furnish detailed information regarding their organizational background, relevant experience, and expertise. This information will aid in assessing the suitability of the Offeror for the project. Additionally, Offerors must be members in good standing of the Oracle PartnerNetwork and possess a minimum of 7 years of experience delivering JD Edwards EnterpriseOne solutions. GPWPAA will evaluate the Offerors qualifications for the RFP Scope in the following areas:

- a. Understanding of Requirements
- b. Experience and Expertise
- c. Related Application Experience
- d. Team Experience
- e. Technical Approach
- f. Managing Software Application Licensing, Maintenance, and Support Agreements
- g. Experience and Expertise Service Level Agreements (SLA)
- h. Overall Proposal Quality
- i. Project Management

The Offeror’s response should incorporate an organizational overview, limited to a maximum of five pages, offering insights into the organization's background. The bulk of this section should focus on the respondent's expertise in delivering comparable solutions in this RFP to analogous industries.

The following should be included within this section of the respondent’s proposal:

<b>Criteria</b>	<b>Description</b>
Company Name	
Duration of Company Operation	Please specify the number of years the company has been in business.
Pending Buyouts, Mergers, or Acquisitions	Indicate whether there are any pending buyouts, mergers, or acquisition offers that could be disclosed at this time.
Company Ownership	Specify whether the company is publicly or privately owned.
Company Size and Organization	Briefly describe the size and organizational structure of the company.
Total Number of Employees	Specify the total number of employees within the company.
Number of Clients Served Using Comparable Solutions	State the number of clients served by the company.

The Offeror must present evidence of a successful track record in implementing and supporting Oracle JD Edwards EnterpriseOne (E1) through a series of project implementations, including integrations with other applications listed in this RFP. The relevant experience should pertain to projects completed within the past five (5) years from the date of this RFP.

Respond by including in APPENDIX 1 of your response with the following information:

Client Name	Industry	Years Servicing Client	ERP Support	Development Support	Integration Support	Notable Projects
Client A	Manufacturing, Retail, Healthcare	10 years	X	X	X	
Client B	Finance, Education, Hospitality	8 years		X	X	
Client C	Construction	12 years	X			

### Client List and References

For every Company listed in the section above, respond by completing this matrix and including as APPENDIX 2 of your response:

Company Name	
Type of Business	
Size of Business (Revenue)	
Contact Name and Title	
Telephone Number	
Email Address	

### Project Team

The proposal submission should outline the Offeror's proposed project organization and the qualifications of key personnel by including the following components:

#### Organizational Chart

The respondent must present a proposed organizational chart delineating all project functions, along with associated roles for both the respondent and the anticipated number of full-time employees for each function. A detailed description for each role, outlining the responsibilities of each personnel, should be provided.

The respondent is required to allocate all necessary personnel to successfully execute proposed project activities and must specify individuals for the key positions identified within the organizational chart.

#### Key Project Personnel Resumes

The respondent must include resumes for the key positions identified in the organizational chart requirement outlined above.

#### Key Project Personnel Information

The respondent is requested to complete this matrix and include as APPENDIX 3 of your response for every individual listed in the organizational chart:

Name	
Proposed Project Role	
Subcontractor (Yes or No)	
Prior experience in the proposed project role including the name of the company where this role was performed	
Other experience relevant to the proposed project role including the name of the company where this experience was obtained	

### RFP EVALUATION CRITERIA

A team comprised of up to eight (8) members will be chosen by the GPWPAA to evaluate the proposals based on the above criteria. Each team member will rank each OFFEROR based on points received from the total points available. A final ranking will be determined by consolidating the team members' ranking.

Section	Title	Criteria	Maximum Points
1	Understanding of Requirements	<p>Clear understanding of the scope of work outlined in the RFP, including the specific applications and integration technologies listed.</p> <p>Detailed comprehension of the support and troubleshooting requirements for Oracle Cloud Infrastructure, JD Edwards CNC, and other third-party backend applications.</p> <p>Ability to propose tailored solutions and service models to meet GPWPAA's specific needs and objectives.</p>	10
2	Experience and Expertise	<p>Demonstrated experience and expertise in providing support and training services for Oracle Cloud Infrastructure, JD Edwards EnterpriseOne, and other integrated applications.</p> <p>Track record of successful client-side training and support engagements, particularly within the water, wastewater, power or similar industries.</p> <p>Expertise in application development, particularly in Oracle and third-party technologies relevant to GWA, GPA and PAG's operations.</p>	20

3	Related Application Experience	Overall experience in reference to the related applications listed in the scope of work.	10
4	Team Experience	Relevant experience, expertise, and roles of team members supporting the defined scope of work and how their individual qualifications contribute to the successful execution of the GPWPAA objectives.	10
5	Technical Approach	Robust support model proposed for managing Oracle Cloud servers, ensuring high availability, performance, security, and cost-effectiveness.  Comprehensive approach to application functional support, including strategies for error resolution, performance optimization, and user satisfaction enhancement.  Innovative approaches to application development support, such as requirement analysis, customization, API integration, and quality assurance.	10
6	Managing Software Application Licensing, Maintenance, and Support Agreements Experience and Expertise	Experience, ability and relevant partnerships as an agent for managing software application licensing, maintenance, and support agreements, ensuring cost-effectiveness and compliance.	10
7	Service Level Agreements (SLA)	Proposed SLAs for turnaround times, incident resolution, and service delivery aligned with GPWPAA's requirements.  Flexibility in scheduling work and accommodating emergency maintenance activities in collaboration with GPWPAA.  Ability to adhere to GPWPAA standards, methodologies, and processes while generating required support documentation.	10
8	Overall Proposal Quality	Clarity, completeness, and professionalism of the proposal submitted, including adherence to RFP guidelines and formatting requirements.  Coherence and alignment of proposed solutions with GPWPAA's objectives, mission, and operational requirements.	10
9	Project Management	Clearly describe a comprehensive overview of project management and methods use to effectively plan, execute, monitor, and control projects to achieve its objectives within the defined scope, timeline, dependencies and budget constraints.	10
		TOTAL	100
** MINIMUM RATING REQUIRED TO QUALIFY IS 75 POINTS.			