



**ITN No. 26-04-24001
Oracle eBiz Maintenance and Support Services**

**Addendum No. 01
Release Date: April 30, 2026**

General Information Updates

There have been **date changes** to the below solicitation schedules.

1.12 SOLICITATION SCHEDULE

Advertisement	April 8, 2026
Pre-Proposal Meeting	April 20, 2026
Addendum Period Closes	April 23, 2026
Addendum Response	Add. #1 April 30, 2026, Add. #2 May 8, 2026
Proposal Opening	May 8, 2026 May 20, 2026
Evaluation Meeting	May 18, 2026 June 16, 2026
Interviews	May 22, 2026 June 23, 2026
Final Evaluation Meeting	May 22, 2026 , June 23, 2026
Negotiations	May 27, 2026 June 24, 2026
Awards Committee	July 2026

1.15 NEGOTIATION MILESTONES

The following negotiation process milestone dates are preliminary and subject to change.

Sample Contract distributed to Respondents	May 28, 2026 June 24, 2026
Respondent edits submitted to JAA	June 3, 2026 June 29, 2026
First Individual negotiations held with Respondent(s)	June 10, 2026 July 7, 2026
Authority submits revised Contract and price to Respondent(s):	June 10, 2026 July 8, 2026
Final individual negotiations held with Respondent(s) if needed:	June 12, 2026 July 10, 2026
Authority provides final Contract to recommended Respondent for execution	June 17, 2026 July 15, 2026
Respondent returns fully executed contract to JAA	June 24, 2024 July 20, 2026

Questions

Q1. Will the pre-proposal briefing be recorded and will all questions and answers be submitted to all bidders?

R1. The pre-proposal meeting was not recorded. All questions received prior to the deadline will be answered via addenda which is available to the public.



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Q2. Who is the current service provider and are they also bidding for this agreement?

R2. The current services provider is Accenture. JAA is unaware of any bidders until the proposal opening.

Q3. Will the transition involve coordination solely with JAA staff, or also with existing third-party providers?

R3. Transition will require coordination with both JAA staff and the existing third-party provider.

Q4. Is a defined transition or ramp-up period anticipated before full SLA enforcement?

R4. Respondents should propose any criteria before SLA is in effect.

Q5. What specific issues are JAA looking to address in the appointment of a new service provider?

R5. JAA's contract term with the current support provider is ending, and as such JAA is soliciting competition for this support agreement.

Q6. What are the actual SLA adherence statistics for all key measures over the past 12 months?

R6. There was one noted SLA violation in the last 12 months that triggered the contract language. This SLA violation was related to a failed production change.

Q7. Are there any restrictions on where the services can be delivered from, either geographically or otherwise?

R7. Not explicitly, although JAA prefers US based teams.

Q8. Does JAA have an active support agreement with Oracle for the core support and maintenance, and does it commit to maintain this throughout the term of the agreement?

R8. Yes.

Q9. In respect of technical EBS support please confirm if JAA have internal capabilities in this area and hence this support is for escalated third line issues only or not?

R9. JAA maintains no technical EBS support, and respondent should contemplate Tier 1 requests and incidents as part of their response.

Q10. To allow JAA to undertake a like-for-like comparison of bids, please advise which version upgrades database (e.g. 19C to 26Ai), EBS (e.g. 12.2 to 12.x) or otherwise are to be included within the fixed costs and which would be subject to additional negotiation.

R10. JAA is open to recommendation on versions of database and other components. The current version of EBS is under mainstream support beyond the expected life of the contract contemplated by this solicitation, so EBS upgrades are expected only to be necessary patches released by Oracle. JAA expects that the database, OS, and other related components are maintained in a way that they remain under mainstream support with Oracle and/or OEM provider and compatible with the production version of EBS.

Q11. In respect of the disaster recovery (and associated annual test) services please confirm if any active standby facilities are in place, for example Oracle Data Guard.



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R11. JAA utilizes Pure Storage in an active-active configuration, and Oracle EBS can currently fail over seamlessly between two data centers. Disaster recovery services include (1) once per year perform a recovery from backup to demonstrate that backups are being taken effectively, (2) Support fail-over testing between data centers performed by JAA staff, typically 1x per year, (3) Perform any necessary actual DR activities in the event of an actual disaster scenario.

Q12. Please confirm if the regular meetings will be convened remotely or require representatives to travel to JAA's site to attend these. If on-site attendance is required, please advise how many meetings per year you would anticipate this applying to.

R12. All meetings can be remote.

Q13. What tooling is provided and expected to be used by the incoming service provider in respect of monitoring, alerting, backup and recovery etc – and which tools would you expect the service provider to include within their service offering.

R13. The respondent should supply their recommendation for these items as part of their proposal.

Q14. Does JAA permit the use of subcontractors under this engagement?

R14. Yes.

Q15. May subcontractor references and experience be considered toward meeting the minimum qualification criteria?

R15. No.

Q16. Does JAA allow a hybrid delivery model consisting of both onsite and offshore resources?

R16. JAA prefers US based teams.

Q17. Is offshore allowed?

R17. See R16.

Q18. What is the budget or what has been the spend on the current contract?

R18. JAA does not have a budget for this contract.

Q19. Is there an Incumbent? Can you share who?

R19. See R2.

Q20. Would JAA consider extending the due date by one week?

R20. See Addendum No. 1 General Information Updates.

Q21. Given the current bid submission timelines, and to ensure the preparation of a detailed and compelling proposal aligned with the requirements of the RFP, we request an extension of the bid submission deadline to 22nd May 2026

R21. See R20.

Q22. Can JAA share incumbent performance benchmarks (e.g., Challenges) to enable accurate solutioning and pricing and vendor name

R22. See R2, R5, R6.



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Q23. Will there be a formal transition and knowledge transfer period from the incumbent vendor to the selected vendor? If yes, please provide expected duration and level of support.

R23. JAA expects a transition period. The respondent should include in their response their recommendation or requirements for a seamless transition.

Q24. Will runbooks and SOPs be provided?

R24. JAA will provide requirements related to JAA process and procedure, such as change management. The respondent is responsible for SOP / runbooks as it relates to managing and supporting the technology.

Q25. Are there any known challenges, performance gaps, or improvement areas with the current support model that JAA expects the new vendor to address?

R25. None identified

Q26. Are there any minimum % expectations for work to be performed by a local subcontractor?

R26. No.

Q27. Please confirm whether DBE participation is not mandatory for this solicitation

R27. There is no DBE participation goal for this solicitation.

Q28. Please confirm whether a prime contractor that does not independently meet the Minimum Qualifications may partner with a subcontractor to collectively satisfy Qualification Criteria?

R28. See R15.

Q29. Can JAA provide detailed architecture diagrams of current EBS deployment?

R29. Architectural drawings will be provided to the successful respondent, if requested.

Q30. What are the modules included in Oracle eBusiness Suite Release 12.2.8 (e.g., General Ledger, Payables, Receivables, Fixed Assets, Cash Management, HR, etc.)?

R30. eBusiness Suite (All), Advanced Collections, Enterprise Asset Management including Inventory, Grants, Internet Expenses, iProcurement, iSupplier Portal, Sourcing

Q31. What tools are currently used for monitoring, backups, and patching?

R31. These tools are provided by the incumbent. The respondent should propose the tools to be used for these functions.

Q32. What are current database performance challenges or known bottlenecks?

R32. None noted.

Q33. Is DR environment active-passive or backup-based restoration?

R33. See R11

Q34. What is the expected ticket volume split between functional vs technical issues?

R34. See Exhibit D. We do not have a more detailed breakdown.

Q35. Please provide a module-wise breakdown of the tickets currently being handled across the Oracle E-Business Suite environment.



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R35. See Exhibit D. We do not have a more detailed breakdown.

Q36. Will JAA provide CSI access upfront or post onboarding?

R36. After contract

Q37. What Oracle mobile apps are currently in use?

R37. Mobile Maintenance

Q38. Is Oracle VM still actively used or planned for decommission?

R38. OVM is part of the environment

Q39. Can JAA provide interface architecture and data flow diagrams?

R39. Architecture and system details will be discussed after contract. Interfaces are primarily Oracle supported interface methodologies or utilize a staging table.

Q40. What is the frequency and volume of transactions between PROPworks and AR?

R40. Daily batch, ~ 800 transactions / month.

Q41. Are there any performance or reporting latency issues?

R41. None noted

Q42. Are licenses managed by JAA or vendor?

R42. JAA

Q43. Are integrations real-time or batch-based?

R43. Batch

Q44. Are any customizations business-critical or high-risk?

R44. See Exhibit C. All customizations are considered important to the business.

Q45. What is the cloning duration and downtime impact?

R45. JAA does not have visibility into cloning duration. There has been no production downtime for clones.

Q46. Are environments automated or manually refreshed?

R46. JAA does not have visibility into this process.

Q47. Will additional environments be funded separately?

R47. JAA currently maintains three non-production instances and does not anticipate requiring more. If the respondent needs an additional instance to perform the scope of services, JAA will provide additional infrastructure resources, but no additional compensation to the vendor.

Q48. What is the expected growth rate of database and storage annually?

R48. Current environment size is listed in the ITN, and Oracle has been in production at JAA for over 15 years. We have never purged data.



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Q49. What security controls are enforced for external access?

R49. We assume this means remote access for vendor for support. JAA requires each person accessing the JAA environment to utilize Citrix with a unique (i.e. their personal account) username, password, and MFA

Q50. Are credits capped monthly or annually?

R50. Monthly

Q51. What constitutes a 'failed change'?

R51. A change to the production environment that has to be backed out or otherwise disabled.

Q52. Are KPIs predefined for business reviews?

R52. Yes.

Q53. What are the top 3 pain points with current support vendor?

R53. See R5

Q54. What SLA areas have historically failed?

R54. See R6

Q55. What defines success in first 6–12 months?

R55. Adherence to Article III- Scope of Services, Section 3.04 Service Requirements.

Q56. The ITN does not define a proposal structure or Table of Contents. Can respondents follow their own format, provided all requirements and evaluation criteria are clearly addressed, or does JAA have a preferred structure?

R56. Respondents are responsible for the structure and content of their proposal.

Q57. Can you provide a detailed architecture diagram of the current Oracle EBS 12.2.8 (19c) landscape (Prod + non -prod)?

R57. See R39.

Q58. What is the total user base (active vs occasional users)?

R58. See Article III- Scope of Services, Section 3.03 Integrations and Environments, letter C. No further information is available related to "active" vs "occasional".

Q59. What modules are currently implemented (Finance, Procurement, iSupplier, etc.)?

R59. See R30.

Q60. Are there any customizations, extensions, or bolt -Ons beyond what's listed in Exhibit C?

R60. None identified

Q61. Are there any known performance bottlenecks or recurring issues?

R61. None identified

Q62. What is the expected onshore vs offshore support model?

R62. See R7 and R16.



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Q63. Are there penalties or service credits for SLA breaches?

R63. See Article III- Scope of Services, Section 3.04 Service Requirements.

Q64. What is the expected response vs resolution time distinction?

R64. JAA utilizes ITIL / ITSM definitions for response and resolution. JAA is open to discussion on specific SLA targets with the successful respondent.

Q65. Is 24x7x365 support required for all severities or only critical issues?

R65. See Article III- Scope of Services, Section 3.04 Service Requirements. JAA expects each respondent to propose a service model to meet these requirements

Q66. Is the environment fully on -prem (data centre) or hybrid/cloud -integrated?

R66. Fully on-prem.

Q67. What tools are currently used for:

- Monitoring (OEM / third -party)
- Backup & recovery
- Patch management

R67. JAA does not have visibility into these tools. Respondent should include solutions in their proposal.

Q68. What is the disaster recovery architecture (RPO/RTO targets)?

R68. Maximum RPO is 24 hours; RTO is 4 hours.

Q69. Are DR drills mandatory annually, and what is the expected vendor role?

R69. See R11

Q70. What is the expected functional support scope split (L1/L2/L3)?

R70. JAA does not have a L1/L2/L3 expectation.

Q71. Will vendor directly interact with business users or via JAA IT?

R71. While JAA is open to discussion on this with the successful respondent, JAA's current thought is that there are identified, primary contacts at JAA.

Q72. Any specific focus areas (e.g., AP Automation, workflow issues)?

R72. None identified

Q73. Are there seasonal workload spikes (financial closing, audits)?

R73. None identified

Q74. Can you provide a list of:
Inbound/outbound integrations
Middleware (if any)

R74. See Article III- Scope of Services, Section 3.03 Integrations and Environments

Q75. What is the criticality of iSupplier and external -facing apps in DMZ?

R75. Non-critical to core functionality



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Q76. Any APIs, web services, or third party integrations requiring support?

R76. See Article III- Scope of Services, Section 3.03 Integrations and Environments

Q77. What are the security standards and compliance requirements (e.g., TSA, FAA)?

R77. Successful respondent should be prepared to comply with industry standard best-practices, particularly as described by NIST.

Q78. Any audit requirements (SOX, internal audits)?

R78. Successful respondent will be required to support JAA's external financial audit as it relates to auditor's request for system configuration information, and remediate any vulnerabilities identified by JAA or 3rd party penetration testing that fall within the support scope of the contract.

Q79. What is the role expected in patching security vulnerabilities?

R79. The successful respondent is responsible for applying patches to the technologies in scope of the support contract, to include but not necessarily limited to, EBS, database, OVM, and the OS.

Q80. Are there cybersecurity monitoring tools already in place?

R80. Yes

Q81. Will there be a transition period from incumbent vendor?

R81. See R3, R4, R23

Q82. What is the expected transition timeline and overlap period?

R82. See R3, R4, R23

Q83. Any shadow support requirements during transition?

R83. Respondent should propose a transition methodology

Q84. What is the expected team composition (DBA, Apps DBA, Functional consultants)?

R84. Respondents should propose this information.

Q85. Are named resources required or flexible staffing allowed?

R85. Named resources are preferred, but not required

Q86. What certifications are mandatory vs preferred?

R86. Resources should be certified in the technologies they are assigned to support.

Q87. Is onsite presence required at Jacksonville or fully remote allowed?

R87. See R12

Q88. Should pricing include:

a. Fixed annual cost only or variable components?

R88. See Article 1, Section 1.10 Responsible Respondent Criteria, Section 2- Fixed Price

Q89. Any indexation/escalation clauses for 5 -year contract?

R89. Respondent is responsible for their proposed pricing.



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Q90. Can JAA clarify weightage expectations within Organizational Capability (45%)?

R90. See Exhibit E- Evaluation Rating Guide

Q91. How heavily are client references and ticket metrics evaluated?

R91. See Article I-Instructions to Respondents, Section 1.10 Responsible Respondent Criteria, Section 1: Organizational Capability

Q92. What differentiates a high -scoring proposal vs average?

R92. See Exhibit E- Evaluation Rating Guide

Q93. Are there any strict contractual obligations around staffing continuity?

R93. See Article II, Section 2.07 Responsibilities of the Respondent, Letter H.

Q94. How will performance be measured periodically?

R94. JAA will utilize performance meetings and vendor scorecards.

Q95. Can non -local vendors maximize scoring via subcontracting?

R95. See Article I-Instructions to Respondents, Section 1.10 Responsible Respondent Criteria, Section 3- Local Preference Program.

Q96. Any preferred local partner ecosystem?

R96. No.

Q97. If the proposal is made a partnership or part of the work is subcontracted, can the references be provided from the partner or subcontractor? Can the references be from our global Oracle EBS customers?

R97. See R15. References should be for the proposing Respondent.

Q98. Expected reporting frequency (weekly/monthly dashboards)?

R98. See Article III- Scope of Services, Section 3.04, letter G Reporting, Documentation and Performance Meetings.

Q99. Are there governance meetings (Steering, Ops review)?

R99. See Article III- Scope of Services, Section 3.04, letter G Reporting, Documentation and Performance Meetings.

Q100. Expected role of vendor in continuous improvement initiatives?

R100. JAA does not expect the vendor to participate in JAA process initiatives, specifically, unless it is directly related to vendor performance on the scope of the resulting contract.

Q101. What business processes are supported by these customizations?

R101. Customizations are not documented to business process. The names of most of the customizations are intuitive with regards to what module or functional area is supported.

Q102. Are all listed objects currently in active use?

R102. Yes



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Q103. Which customizations are business -critical vs. optional?

R103. Customizations are not delineated as such.

Q104. Are there any known redundancies or obsolete components?

R104. No

Q105. What are the execution frequencies (daily, ad -hoc, scheduled)?

R105. JAA is open to discussing these in depth with the successful respondent.

Q106. Are there any performance bottlenecks or long -running jobs?

R106. See R61.

Q107. Tables

1. What data is stored in custom tables vs. standard tables?

R. Custom tables are primarily staging / interface tables, or reporting.

2. What is the data volume and growth rate?

R. See R48, R40.

3. Are there archival or purging strategies?

R. No

Q108. Views

1. Are views used for reporting or integration?

R. Yes

2. Any performance issues due to complex joins?

R. No

Q109. Can JAA confirm whether the three reference questionnaires must be from clients for whom the respondent is currently or previously providing Oracle EBS support services specifically, or whether other relevant enterprise application / managed support references may also be submitted?

R109. References should support the criteria listed in Article I, Section 1.09 Mandatory Respondent Criteria.

Q110. Can JAA clarify the intended boundary of responsibility for system administration and infrastructure-related support under this contract, including OVM, server administration, storage, backups, and disaster recovery? Specifically, please confirm which components are expected to be managed by the respondent versus retained by JAA or other third parties.

R110. The respondent is required to manage all components of the technology stack for Oracle EBS except hardware.

Q111. Can JAA clarify whether “keeping current” is intended to mean ongoing patching and maintenance of the current supported environment, or whether respondents should also assume responsibility for bringing the environment to a newer Oracle EBS and/or database version as part of the base support scope?

R111. See R10



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Q112. In Section 3.03(B)(3), can JAA clarify the intended maintenance approach for the Test environment, specifically what is meant by matching the “to-be” production environment and then being kept updated with live production data once live?

R112. To clarify, the Test environment is intended to match production as closely as possible to ensure that test results are predictive of what will happen in product, and should be cloned monthly at a minimum. There is not requirement to mirror or otherwise import live production data. A monthly clone is sufficient, although additional clones could be necessary to test fixes to production issues, for example.

Q113. Please clarify whether the required performance meetings / business reviews in Sections 3.04(G) and 3.06 are expected to be onsite, remote, or a hybrid, and whether respondents should include any recurring onsite travel assumptions in pricing.

R113. These meetings can be held remotely.

Q114. Is there a functional reason why some Asia/Pacific Localizations have been enabled in EBS?

R114. JAA is open to discussing these in depth with the successful respondent.

Q115. A Disaster Recovery test is referred to, but there is no DR environment listed. Can you provide more details on the DR strategy and what architecture is in and what components are in place?

R115. See R11. The successful respondent will be required to perform an annual disaster recovery test from back-up at least annually. If a “DR environment” is required, the successful vendor will need to establish one for the exercise.

Q116. Patching of OVM is mentioned as in scope, but OVM is EOL with Oracle. Has the environment been migrated to another hypervisor platform? KVM/OLVM or VMWare?

R116. As JAA understands the current configuration: There are two Oracle Enterprise Linux machines running KVM, running on two separate physical server blades. There is an OVM server running as a VM in our VMware environment.

Q117. Can you provide a detailed architecture diagram of your current Oracle EBS 12.2.8 environment, including all integrations and external interfaces?

R117. JAA is open to discussing these in depth with the successful respondent.

Q118. What is the current operating system version (RedHat Linux/Oracle Linux) and are there plans to migrate or upgrade during the contract term?

R118. See Article III- Scope of Services, Section 3.02 Scope of Services, R141

Q119. What is the typical size and growth rate of your Oracle EBS database and associated storage

R119. See R48

Q120. Is there a need for support of Oracle mobile apps or iSupplier interfaces in the DMZ?

R120. JAA expects support of Oracle Mobile Apps in production.



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Q121. How is user access managed, including password policies, printer setups, and approval hierarchies?

R121. The successful respondent will be responsible for all system administration activities.

Q122. Are there any recent or anticipated audits that may impact Oracle EBS operations or support?

R122. See R78

Q123. What is the process for requesting and approving changes in the production environment?

R123. JAA has a formal change management process, and will discuss in detail with the successful respondent.

Q124. How are backups managed (frequency, retention, recovery procedures), and what is the disaster recovery plan?

R124. See R11, R115

Q125. What is the preferred method for performance reporting and documentation (monthly, quarterly reviews, etc.)?

R125. See Article III- Scope of Services, Section 3.04 Service Requirements, Letter G

Q126. Are there anticipated changes in user counts or roles during the contract term?

R126. Negligible

Q127. Are there any known pain points or challenges with the current Oracle EBS deployment that you would like addressed?

R127. None identified

Q128. That total number Incidents, Requests and Changes are extremely low for period reported? Do these include tickets for:

- Lower environments and Production?
- Tickets related to monitoring?
- User access requests?

If these or other work for the MS is not represented through the tickets can you quantify any of this work in either hours per month or some other metric?

R128. The ticket count represented in the ITN is the best information JAA has on tickets submitted (incidents and requests) directly by JAA, and does not represent any tickets created by automated monitoring, internal task tickets for technical support, etc.

Q129. Is there an existing patching cadence for all systems under management? OS, Database, Applications?

R129. Determined by OEM release cycles and criticality.



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Q130. The ITN references Oracle 12.2.8 (19C Database) on RedHat Linux. Can JAA confirm There are any planned infrastructure or hosting changes anticipated during the contract term that respondents should account for in their pricing?

R130. Infrastructure upgrades were just completed prior to the release of this ITN. We do plan on changing any hosting.

Q131. The Proposal Form requests pricing across five contract years with a potential two-year renewal. Should respondents price all five years at fixed rates, or is annual escalation allowable in the proposal?

R131. This solicitation specifically references Fixed Pricing.

Q132. While an estimate of tickets is provided in Exhibit D, is there historical data around monthly tickets and average resolution time available to ensure proposals are scoped using comparable data.

R132. No

Q133. Section 2.03 states the contract may be "a five-year term or an initial three-year term with renewal options of up to two years." Can JAA clarify which structure they intend to use, as this affects how respondents calculate the total 5-year cost for scoring purposes?

R133. The contract structure will be an initial three-year term with renewal options of up to two years.

Q134. If the selected vendor differs from the incumbent, will JAA facilitate a structured transition period, and is any overlap or parallel support period contemplated within the contract term or pricing?

R134. See R3, R4, R23. Respondents are responsible for their proposed pricing.

Q135. How many total Linux VMs require support?

R135. See R116

Q136. How many total OVM/OLVM hosts require support?

R136. See R116

Q137. Can JAA please clarify how they want to see the number of tickets, min/max, and average ticket resolution time by ticket priority? It would be easiest for us to pull this based on example customers (versus providing this information as a company). Would that presentation meet JAA's requirement? We can provide 2/3 example customers.

R137. Respondent should propose reports/reporting format.

Q138. Regarding Section 2.06 of the RFP, is the \$5M AOA auto liability limit triggered only for personnel requiring physical airfield access, or does it apply to all vendor personnel regardless of whether they perform services remotely?

R138. AOA Auto Liability is only utilized for vendors accessing the Airport Operating Area by automobile.

Q139. DR testing and backups required

- **What is the DR setup (Active-Passive / Active-Active)?**



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R. See R11, R115

- **What are RPO and RTO expectations?**

R. See R68

- **How frequently is DR testing conducted?**

R. See R11

- **Who owns DR infrastructure and failover execution?**

R139. JAA owns the infrastructure. DR execution is the responsibility of the successful respondent.

Q140. Pricing Structure: Fixed annual costs for three base years and two optional years, plus any setup fees.

- **Can the fixed annual price increase each year or after 3 years? Or does it need to be consistent for the full 5 years?**

R140. The Respondent is responsible for determining their proposed pricing structure.

Q141. Any plans to upgrade from 12.2.8 to a higher version or move to cloud?

R141. No

Q142. Any plans for:

- a. **Oracle Cloud migration?**
- b. **Automation (RPA, AI ops)?**

R142. No.

Q143. Are there any planned migrations to OCI or cloud platforms?

R143. No.

Q144. What tools are currently used for monitoring, backups, and patching?

R144. These tools are provided by the incumbent. The respondent should propose the tools to be used for these functions.

Q145. Can you share Volume of tickets per module by month or by Quarter?

R145. See R34, R40.

Q146. Are there any planned upgrades to Oracle EBS or related infrastructure during the contract period?

R146. No.

Q147. Are there any strategic initiatives or projects (e.g., cloud migration, new modules, automation) planned during the contract term?

R147. None Identified

Q148. Should any foreseeable operating system, database, or VM upgrades be scoped into this SOW

R148. No.

Q149. Are there any anticipated scope additions or new modules planned during the contract term that respondents should factor into their pricing assumptions?



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R149. See R146.

Q150. Oracle EBS 12.2.8 with 19c DB, hosted in JAA data center

- **What is the number of environments (Prod, Dev, Test, DR)?**
R. See Article III- Scope of Services, Section 3.03 Integrations and Environments, Letter B
- **What is the size and configuration of each environment?**
R. See Article III- Scope of Services, Section 3.03 Integrations and Environments, Letter B
- **Are there any customizations or third-party add-ons?**
R. See Exhibit C
- **What is the patching frequency followed currently?**
R. See R129
- **Are there known compliance or audit requirements?**
R. See R78

Q151. 24x7x365 support required

- **What is the expected onsite vs offsite ratio?**
R. The respondent should propose how they are going to support JAA
- **Is onsite presence mandatory or optional?**
R. See R113
- **What are the working hours for business users?**
R. 8a – 5p EST for most office workers
- **Is L1 support included or only L2/L3?**
R. See R70.
- **Is offshore (remote) support allowed as part of the delivery model?**
R. See R7, R16.

Q152. Regarding Section 3.04(H)(4): JAA asks the vendor to propose resolution SLAs.

- **Will JAA provide a baseline or a "not-to-exceed" target to ensure price bids are comparable?**
R. No
- **Does the \$5,000,000 Auto Liability requirement apply even if all support is performed remotely, or is it strictly triggered by physical AOA access?**
R. See R138.
- **For the Ticket Resolution data (last 18 months), does JAA have a preferred template to ensure consistency among bidders?**
R. No
- **Can JAA clarify the level of effort expected for PROPworks integration—is it strictly monitoring the data flow, or does it include troubleshooting the source data mapping?**
R. Support of the Oracle side of the interface only, if there is an issue with data transfer.

Q153. Are there any specific compliance requirements (e.g., FAA, TSA, DBE, local/state/federal regulations) that must be considered?

R153. See R78

Q154. Kindly confirm if we may include both government and private client references from our global portfolio as part of our proposal references submission.

R154. Yes.



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Oracle eBiz Maintenance and Support Services

Addendum No. 01
Release Date: April 30, 2026

Q155. What business events trigger these alerts?

R155. Alerts described in the customizations Exhibit C are intuitively named. JAA is open to discussing these in depth with the successful respondent.

The Question-and-Answer Period is closed.

Bids must be submitted to Demandstar.com by 2:00 pm (local time) on Wednesday, May 20, 2026.