From: Banks, Walter T
To: Dl_it_mgrs
Cc: Dl_gru_executiveteam
Subject: RE: Plante Moran Follow up Questions dealing with GG ERP solution - draft
Date: Friday, January 27, 2017 11:41:08 AM

Please provide input – my goal is to follow up Mon/ Tues next week -

a. Server Costs – Does GG pay for hardware replacement such as servers and storage for the CGI infrastructure? Yes in combination with GRU in our shared environment. A more detailed shared cost will be determined with the creation of the new MOU- In short, We have some capacity for expansion in our current VM environment (virtual machine environment). If there are specific requests for additional servers in the form of individual hardware (ie. A physical server) we would pass the cost through to the city …however we would have to discuss / develop GGs overall plan in regards to physical hardware and VM capacity for the CGI Advantage system. (without a true plan of infrastructure plan / design it would be impossible to predict cost.)
b. If so, can you give me the last replacement cost? Please give more detail. Servers, whether virtual or physical have purpose/ requirements. If GG prefers a new physical server we can help spec out and deliver but the costs is hard to determine without knowing what the server will be used for. Hope that makes sense. How often are they replaced? Five years is the targeted goal. However there are physical servers that initially supported the virtual environment which are repurposed for extended life – in support of non-critical application/ appliances. For example, are servers replaced in year 4? Again normally a 5 year targeted window…. But historically all servers are evaluated at years end to ensure service and warranty for the application it supports – keep in mind there is a huge difference between virtual and physical server environment.
c. If no, are the costs included in the annualized fees from GRU? (Please provide more detail we need more specifics)
d. Are there any additional costs associated when upgrading to the next version of CGI Advantage or is it included in the MOU? Depending on what is required but I would assume there would be some cost associated with this upgrade (hardware, communication, licensing….etc.)
e. Would there be any costs associated with moving the CGI Advantage database from Oracle to SQL Server? Yes – again depending on the expectation of the transition.

1. MOU
   a. Do you know if there has been any determination of a change in fees for the MOU? Yes- surrounding desktop, licensing and support as well as

connection/ network costs - TBD.

b. Do you have any details of costs for FY18 and future increases? No but, Hopefully we will begin the process of creating a realistic MOU based on GGs actual vision for CGI Advantage and support needs.

2. Automation – What are you currently doing manually and what do you want automated? ??
   a. Can you provide a list of manual processes? In the context of CGI Advantage management- not sure what is being asked here because the resources that can best answer this question now belong to GG.
   b. Can you provide a priority list of automation/integration needs? I will forward this question to our SAP PM – but It would make sense to have the two systems (SAP and CGI) have touch point / seamless integration in terms of payroll and HR elements.

In summary I think this is a great opportunity for GG and GRU to ensure that its computer systems, applications and communications are consistently provided to our end users at a realistic cost for our citywide systems. Hope this helps. At some point I would like to circle back if GG is able to clarify its technology goals (as they pertain to CGI Advantage) so I can be more specific with these answers.

Thanks

Walt

From: Ruzakowski, Anne M.
Sent: Thursday, January 26, 2017 5:23 PM
To: Banks, Walter T <BanksWT@gru.com>; Daignault, Paul A <DAIGNAULTPA@gru.com>; Delapena, Jamison S <DeLaPenaJS@gru.com>; Gramenz, Dave D. <GramenzDD@gru.com>; Greene, Dorothy M <GREENEDM@gru.com>
Subject: Plante Moran Follow up Questions

Hello everyone,

As you know, GG has hired Plante Moran to do an assessment on GG's current ERP system. As a follow up to the interviews that were conducted in December, there has been a few additional requests for information.

Any information that you are able to provide will be helpful to the overall assessment.

1. Server Costs – Does GG pay for hardware replacement such as servers and storage for the CGI infrastructure?
   a. If so, can you give me the last replacement cost? How often are they

replaced? For example, are servers replaced in year 4?

b. If no, are the costs included in the annualized fees from GRU?
c. Are there any additional costs associated when upgrading to the next version of CGI Advantage or is it included in the MOU?
d. Would there be any costs associated with moving the CGI Advantage database from Oracle to SQL Server?

2. MOU
   a. Do you know if there has been any determination of a change in fees for the MOU?
   b. Do you have any details of costs for FY18 and future increases?

3. Automation – What are you currently doing manually and what do you want automated?
   a. Can you provide a list of manual processes?
   b. Can you provide a priority list of automation/integration needs?

Thanks,

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