



**PORT OF GUAM**  
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Lourdes A. Leon Guerrero  
 Governor of Guam  
 Joshua F. Tenorio  
 Lieutenant Governor

November 17, 2021

REQUEST FOR PROPOSAL: RFP-PAG-022-001  
**ORACLE E1 FUNCTIONAL CONSULTANT**  
**Questions and Responses**

Questions submitted by COMPACIFIC on November 12, 2021

**Question #1:** What type of customer/technical support does the Port Authority of Guam currently have with Oracle/JD Edwards? (Premier Support?)

**PAG Response:** ACS – Advanced Customer Service

**Question #2:** Does the current Oracle E1 support comes with unlimited or limited support? (via phone call or Zoom)

**PAG Response:** Limited support, based on what the number of CSU (Customer Service Units) Port purchased.

**Question #3:** Were there any “End User” customization anticipated during the migration process to the new system Oracle system? Were they done or still pending?

**PAG Response:** Yes. There are some customization that are still pending.

**Question #4:** In order to cut down cost, can the consultant utilize the technical support you current have with Oracle to address the issues/problem you are experiencing with the new Oracle E1 System?

**PAG Response:** Yes. The consultant can work directly (if needed) with Oracle

  
 RORY J. RESPICIO  
 General Manager

<b>ACKNOWLEDGEMENT</b>	
NAME:	_____
COMPANY:	_____
DATE/TIME:	_____