EL PASO COUNTY

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FINANCIAL SERVICES DEPARTMENT

RFP NO. 21-055   **DUE DATE: June 16, 2021**

ADDENDUM NO. 2
For
ERP MANAGED SYSTEM ADMINISTRATION SERVICES & ON-CALL SUPPORT

DATE OF ADDENDUM: June 8, 2021

THE ATTACHED addendum shall become as fully a part of the above-named Request for Proposals (RFP) as if therein included and shall take full and complete precedence over anything contained to the contrary.

ACKNOWLEDGMENT: Each proposer shall indicate acknowledgment of receipt of this addendum by signing below and submitting this addendum (this page only) with the proposal.

Each proposer shall be responsible for reading every item on the attached addendum to ascertain to what extent and in what manner it affects the work being proposed.

No attempt is made to list Addendum items in chronological order or in conformity with the Drawings to which they refer or which they affect.

X	NO CHANGE TO DUE DATE
	CHANGE DUE DATE TO: N.A.

I acknowledge receipt of this addendum which shall become a part of the submitted proposal.

_____
COMPANY NAME

_____
PHONE

_____
AUTHORIZED REPRESENTATIVE

_____
TITLE

_____
SIGNATURE

_____
DATE

The following vendor questions and answers are hereby made a part of this solicitation:

No additional questions are being received for this RFP. Do not contact any other individual regarding this solicitation. **Proposals are <u>due no later than 2:00 PM (MT), Wednesday June 16, 2021</u>, submitted via Rocky Mountain E-Purchasing System.**

Q1   Should the "Public Copy" of the RFP response exclude any fee-related information?

A1   Yes, the Public Copy of the RFP response should exclude fee-related information.

Q2   On page 3 of the RFP there is a list of "ancillary software products". Must Proposers be able to support all products or would skills with only some of these products be acceptable?

A3   No, you do not need to be able to support any of the ancillary software products. The County desires to know all the services that you have available and software supported to take advantage of them if the need arises.

Q3   Will the County allow off-shore access to its systems, or must all professionals supporting the County be on-shore?

A3   Off-shore resources are acceptable.

Q4   On page 12 of the RFP County states that one of the evaluation criteria is a "Project Plan". There is no reference to a "Project Plan" anywhere else in the RFP or Response Form.

Please clarify what the County is asking since this is a Managed Services agreement.
*Sample Project Plans for each of the activities on page 4, "CNC Managed Services"?
*Sample Project Plans for each area requested on page 5, "Value Add Optional Support Services"?

Please clarify what the County is asking since this is On-Call services.
*Sample Project Plan for each of the "Service Categories" listed on pages 7 – 8 of the RFP?

A4   A project plan does not need to be submitted.

Q5   If a firm is bidding on the On-Call Support only, must we complete the following sections in the Response Form: a) CNC Managed Optional Value b) JDE CNC expertise check list for CNC managed services c) Service Level Managed CNC Support?

A5   No, those sections are not necessary for the on-call support only.

Q6   On page 9, Section VI of the RFP the County's skill requirements are outline. a) Are these requirements of the professionals who will be assigned to support the County? b) Are these requirements of the Company? If the Company is less than five years old but has CNC professionals with 10+ years of experience, does this satisfy the County's requirements?

A6   It only refers to the professionals assigned as resources not the company.

Q7   On page 15 of the RFP, it asks for a Bonding Company and Agent: a) Does this RFP require Bonding? b) If a Proposer has never been asked for Bonding before, is it a requirement in order for the Proposer to respond, to hire a Bonding Agent? c) Or if Bonding is required can that be arranged after the Proposer is down-selected?

A7   There are no bonding requirements for this RFP. Any bonding requirements would be listed within the RFP document. If you do not have a bonding company and agent, list "None."

Q8   In the Insurance Checklist, Pollution Liability shows as required. As a remote consulting organization our standard insurance typically does not include this. This seems more appropriate from a vendor working onsite and in other industries.

A8   This is an error; Pollution Liability is not required.

Q9   Do we need to submit actual resumes or sample resumes? 2. Please confirm if we need to submit the resumes and pricing only for the below roles: • JDE Functional Support • JDE Developer Support • Configurable Network Computing (CNC Support) • Database Administration and Support 3. Is there a page-

limit on the length of the resumes? 4. How many resumes are to be provided for each role? 5. Are you open to the use of offshore resources? 6. Can we propose rates for On-site, Remote (onshore) and Offshore?

A9 **1 – For the CNC and development resources, if you know the resource that would work on the account or could work on the account submit actual, otherwise sample resumes – make it clear if you are submitting sample or actual. For the Functional support, we would like to see actual resumes of those who would be available to support the County**

2 – Submit resumes and pricing for whatever services and roles you have available for the County to engage. All applicable roles that may be billed to the County should be included. If you have account manager or project manager roles needed to deliver your services and they are a separate rate, then they need to be included as well.

3 – Please keep the resumes to 1 page, we are only interested in experience related to the role the resource is being proposed for not the entire work history. For the business analyst resource please highlight any local government experience.

4 – If you are expecting the resource to work with the County then include as many as you need. If they are samples two or three will suffice.

5 – We are open to offshore resources for mundane CNC tasks, and development. Business analysts need to be onshore only.

6 – We do not want a separate rate for on-site work. On-site work will be billed as actual expenses. The only time we might need on-site work is with a specific project for business analysts. In that case we would define the on-site expense and billing in the change order. It is very unlikely for CNC or developer resources to come on site. A separate rate for onshore and offshore is appropriate.

Q10 In the RFP, you mentioned that you anticipate about 50-70 hours of work per month. I assume this volume is for all schedules and non-scheduled activities. Please share average volume per month for the following: 1) No. of Tickets / Incidents per month (you can break down to emergency, High, Medium & Low if you have the details 2) No of Package Builds performed 3) No of ESU installed per month.

A10 **1) 30 2) Packages are built twice a week. 3) Yearend compliance ESUs are taken in December and January. Latest tools release is taken June/July. Some ESUs are installed as needed on average a couple every quarter.**

Q11 Does the county have a tool to monitor the hardware systems?

A11 **Yes.**

Q12 Does the county have any policies in place w.r.t the frequency of the JDE updates? Are the ESU's installed as needed or there is some continuous improvement policy in place?

A12 **Yearend compliance ESUs are taken in December and January. Our practice is to install a tools release once a year June/July time frame. Update 6 is scheduled for 2022. Some ESUs are installed as needed on average a couple every quarter.**

Q13 During the Pre-proposal conference on Friday May 28 it was mentioned that two (2) Addendum have been posted. We can only find one on your web site, please clarify.

A13 **Only one Addendum has been posted prior to this.**

Q14 Does El Paso County want the same CNC Managed Services Team to take care of the peripheral software (like service now etc.)?

A14 **No – The list of peripheral software is for you to have an understanding of the environment. If you have a resource that can support any of the software, we want to be able to engage that resource without going through another contracting process.**

Q15 In the Insurance Checklist it says: "CONTRACTOR shall obtain and maintain, and ensure that each Subcontractor shall obtain and maintain, insurance as specified in this section and per APPENDIX C at all times during the term of this CONTRACT. All insurance policies required by this CONTRACT shall be issued by insurance companies as approved by the County." There is no APPENDIX C in the RFP, please clarify this request.

A15 **Appendix C is referring to the Insurance Checklist. Appendix C Title missing from the checklist.**

Q16 There are two (2) places within the County's RFP that ask for "Insurance Certificates". There is no place within the RFP that states which Insurance Certificates the County is looking for. In the Insurance Check list there are 8 types of Insurance "... identified as necessary requirements for this Contractor ..." Our question: Does the County want Insurance Certificates for each of the 8 areas on the Insurance Checklist? Or for the Contractor to simply ensure they can get this insurance if they do not already have it and once the Contractor is selected, we must provide Certificates of Insurance?

A16 Contractor is to ensure that they are able to obtain the required insurance (if they do not already have it) as listed on the Insurance Checklist (excluding Pollution Liability) should they be awarded a contract.

Q17 Please provide number of concurrent users and named users.
A17 Concurrent users – 70 on average. Named users – 360

Q18 Please provide number of Servers (prod and non-prod).
A18 Prod – 6 servers (app and web), 1 DB server; Non-prod 6 servers (app and web), 2 DB servers

Q19 Please provide the number of Environments, and number of Path codes.
A19 3 environments, 4 path codes

Q20 What kind of authentication is used for JDE?
A20 The JDE authentication.

Q21 Please provide a current infrastructure diagram.
A21 Not provided for security reasons.

Q22 Please describe existing Disaster Recovery capabilities - Duplicate infrastructure, location, failover test per year, current RPO and RTO, etc?
A22 We do not have high availability DR across the entire stack. The Linux virtual machines that JDE sit on do have fail over to a secondary location. It has been tested. The database has hardware available at a secondary location, but an environment would need to be built from a backup if the primary location could not be restored in a reasonable amount of time.

Q23 Average Number of update packages per month, average tool release upgrades per year?
A23 8 and 1

Q24 Has a DR test ever been performed, is there a written DR plan, is it current?
A24 Linux virtual machines that JDE sits on do have fail over to a secondary location. It has been tested. The database has hardware available at a secondary location, but the production environment would need to be built from a backup if the primary location could not be restored in a reasonable amount of time. There is not a written plan.

Q25 Average number of restarts per month?
A25 2

Q26 Average number of data refresh requests per month?
A26 1 per quarter. CNC managed service provider will not have any responsibility here save potentially stopping and starting services.

Q27 Are all applications requiring support under maintenance contract with their respective vendors? If not, please identify ones that are not.
A27 All are under maintenance contract.

Q28   Please provide software version release for each 3rd party application?
A28   **ReportsNow – 8.0.9.11; RedHat Linux 7.0; Vertex – 4.3.8; Oracle Database 12.2 moving to 19c; Oracle WebLogic Server 12c Ver:12.2.1.3.0; Kronos – 8.1.2; Spreadsheet server 20.3.1; ServiceNow – Paris; Zen Load balancer – 4.2.5**

Q29   Please provide last two years of ticket history across JDE Functional, Development, and CNC support.
A29   **Not provided for security/privacy reasons. In general, we have not used functional services in the recent past. The on-call functional analysts is for risk mitigation and resource supplementation if needed. We have had four small 3-6 week development engagements in the last three years. CNC support gets regular tickets and performs standard CNC work on average 30 tickets. We did have a couple of emergency tickets a few months ago, but generally things are stable.**

Q30   Are there any current performance issues on the system? Any workarounds in place for these?
A30   **No**

Q31   Ancillary software products - please explain the type of on call support expected by app (ReportsNow DAS and Mobile, Kronos, ServiceNow, NeoGov, Spreadsheet Server, Zen Load Balancer)
A31   **You do not need to be able to support any of the ancillary software products. The County desires to know all the services that you have available and software supported to take advantage of them if the need arises.**

Q32   Is the DB server running on Exadata?
A32   **Yes**

Q33   What are the planned Code Current / ESU /Apps Version Updates (ie. Update 5)?
A33   **Tools release June/July Update 6 Q2/3 of 2022.**

Q34   Are you looking to prepay/purchase an annual bucket of hours? Or are you expecting to pay incrementally throughout the year? Please clarify the desired type of flexibility expected in billing model.
A34   **We would like to purchase an annual bucket of 800 hrs. guaranteed at a discounted rate and then receive a secondary higher rate for overages. The hours will be billed quarterly pre-paid. Once the 800 hrs. are consumed, they will be billed at actual cost at the end of the quarter. The goal is to consume all guaranteed hrs. and dip slightly into the overage bucket. You can propose hours per quarter and month (use or lose), but those with a yearly bucket will be given more consideration.**

   Here are some non-negotiable terms: 1. All CNC work is eligible for the bucket of hours no matter the resource engaged or the project size. Any on-call work for development, functional resources or other will be funded separately from the CNC bucket of hours. 2. The maximum rounding on the billing is to the quarter hour. Proposals that require anything more will not be considered. Those that bill closest to actual time will be given more consideration.

Q35   Initial Contract period - is the initial contract period still intended to expire 12/31/21 (section G, page 11, only ~6 months)? Or will the initial contract period be one year from start date (section I, page 3)?
A35   **Initial contract period to be for one-year from final signature date. Please disregard exp. of 12/31/21.**

<u>END OF ADDENDUM NUMBER ONE</u>
All other terms and conditions of the original RFP shall remain unchanged and the subsequent proposals received as a result from this solicitation shall be opened and evaluated in accordance with those terms and conditions.

Please sign the addendum signature page and return it with your proposal. Failure to acknowledge this addendum in writing may be cause for rejection of your proposal.

Donna Flath
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Donna Flath, CPPB
Procurement Specialist