



**ADMINISTRATIVE SERVICES
PURCHASING**

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Equal Opportunity Employer

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TO: ALL PROSPECTIVE BIDDERS

FROM: KIM NAUSIN, PURCHASING MANAGER

SUBJECT: BID NO. 7024 – PROJECT MANAGEMENT SERVICES FOR IMPLEMENTATION OF AN ENTERPRISE FINANCIAL AND HUMAN RESOURCES/PAYROLL SYSTEM

Questions and Answers submitted to date:

Question 1: Cover letter (page 1) says "Proposals may also be submitted electronically..." Does the County want both hard-copy and electronic, or is it an either-or situation?

Answer: Either one is fine.

Question 2: Project Scope (page 8) says that "The County has also worked with an outside firm in the development of a scope statement..." Is that outside firm eligible to bid on this project management project?

Answer: The outside firm is eligible to bid, however, the firm is committed to another full time engagement at this time.

Question 3: Project Scope (page 10) says that "The County is also working with a consultant for quality assurance to assist with the project through contract negotiations." Is that the same firm as the one referred to in No. 2 above?

If not, is that outside firm eligible to bid on this project management project?

Answer: This is the same firm as referred to in question #2.

Question 4: I have a follow-up question: What is SunGuard's proposed durations for Phase 1 and Phase of the implementation?

Answer: The County is working on contract negotiations currently and wants to begin the project as soon as is feasible after the first of the year. The targeted go live date for financials is July 1, 2015 (approximately 18 months in duration). The human resources/ payroll phase will begin as soon as phase one is complete and the targeted go live date is January 1, 2017 (approximately 18 months in duration). In both phase there will be post implementation support to up to 6 months.

Question 5: Is the 6 months of post-implementation part of the 18 months or in addition to the 18 months? Is the Project Manager responsible for post-implementation support as well? Is the post-implementation support included in the 3-year contract?

Answer: The post implementation support is in addition to the 18 months. In the first phase post implementation support would be concurrent with the beginning of the second phase. Bidders should expect the length of the contract for Project Manager to be from 36 to 42 months. The length of support required after the Go-Live date of the HR/Payroll phase of the project - Go-Live currently set as January 1, 2017 - will be from 2 to 6 months.

Question 6: Exceptions: Do you me to indicated if we have any exceptions to (a) the scope of work, (b) the agreement, or both (a) and (b)?

Answer: You should list exceptions to both.

Question 7: Agreement: Do you want me to complete the Agreement and include it in the proposal?

Answer: No, you do not need to complete the agreement. It's there for your review of the County's standard terms.

Question 8: Will the team consider candidates that aren't local to the area and would need to work remotely part of the time? Wondering if a setup where they are onsite Tues-Thurs and remote Monday and Friday would be allowed?

Answer: The County will consider candidates that are not local to the area. The County would prefer for most of the work to be done onsite, but would consider a proposal in which the consultant worked remotely for a portion of the engagement. The suggested schedule of two days remote per week would be acceptable, as long as the consultant has flexibility that in certain peak work periods they could be available if needed.

Question 9: Are you at liberty to talk about the total spend to Sunguard for the entire implementation?

Answer: The final contract with Sunguard has not been negotiated so we do not have a final number as of yet.

Question 10: Exceptions: Do you me to indicated if we have any exceptions to (a) the scope of work, (b) the agreement, or both (a) and (b)?

Answer: You should list exceptions to both.

Question 11: Agreement: Do you want me to complete the Agreement and include it in the proposal?

Answer: No, you do not need to complete the agreement. It's there for your review of the County's standard terms.

Question 12: Is there anything to acknowledge in response to Question #11?

Answer: You only need to document any exceptions to the Sample Agreement.

Question 13: The County seeks a Project Manager for a period of three (3) years, matching the expected project duration. Was this project timeframe generated by the vendor (SunGard), by the County, or both together?

Answer: The project duration of three years was determined by the County in working closely with the vendor on the scope of the project and evaluating the internal resources available for the project.

Question 14: Will the vendor, SunGard, exclusively use their own employees, or do they expect to hire subcontractors, such as local or regional individuals?

Answer: The vendor, SunGard, will use its own employees exclusively on the project.

Question 15: Will all software development and customization take place at a single project site in Merced? That is, aside from consulting SunGard technical specialists working from SunGard offices for problem resolution and advice, will the SunGard developers and technical staff work on site in Merced?

Answer: The County has stated that we want as much work as is feasible to be done onsite to ensure there is adequate communication and knowledge transfer to our internal technical and functional staff. The contract is currently under negotiations and should reflect that strategy.

Question 16: Does the County's contract with SunGard include limits and/or penalties for excessive turnover of project staff?

Answer: The contract is currently under negotiation. We have clearly stated our desire to ensure we have highly qualified staff with little turnover. We intend to ensure that is reflected in the contract.

Question 17: How are County staff expected to be deployed, in general? That is, are County staff expected to play a large role technically, such as software developers or database managers, or will they serve more as subject matter experts related to business processes, State and local regulation, and organizational interfaces?

Answer: In general, County staff will serve as subject matter experts in the functional areas of the project. The Sungard ONESolution software system is a parameter driven system and the County will minimize the level of customization required to support the County's functional requirements. Having said that, Sungard is responsible for any customization that is necessary. Sungard is also responsible for any configuration and development of workflow processes, report building/development and programming to support integrations with other County systems identified within the scope of the project. To the extent the County can reasonably plan for these issues, they will be addressed in the contract.

End of questions.
KN/ag