



**WASHTENAW COUNTY
FINANCE DEPARTMENT**

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August 5, 2015

RFP No. 6850 - QUESTIONS & ANSWERS - #2

Title: Software and Implementation Services for an Enterprise
Resource Planning (ERP) System

Bid Opening: Friday, August 21, 2015 @ 2:00 pm EST

Please be advised that the deadline for vendor questions is August 10, 2015 at 2:00pm (EST).

Please be advised that the deadline for proposals is August 21, 2015 at 2:00pm (EST). This serves as a correction to Table 01 of the RFP.

A non-mandatory Pre-Proposal Vendor Conference was held on July 31, 2015 at 1:00 pm (EST). The Pre-Proposal Vendor Conference was hosted via teleconference. The Pre-Proposal Conference was facilitated the County's consulting partner, BerryDunn and by the County.

The format of the Pre-Proposal Vendor Conference covered the following topics:

- Section III.C of the RFP – Project Objectives
- Section III.F of the RFP – RFP Schedule of Events
- Section III.J of the RFP – Point of Contact
- Section VI of the RFP – Submittal Response Format
- Section VI.I of the RFP – Functional and Technical Requirements Response

Pre-Proposal Teleconference Questions and Answers:

1. Question: In Section VII.F.g. Business Process Change Management (Page 39), the County asks vendors to describe the approach to providing a plan for business process change management. Is the County asking vendors to just describe the approach, or are they looking for flow charts detailing the changes as well?

A: The County is only asking vendors to describe their approach. Vendors do not need to provide flow charts.

2. Question: In Table 15: Functional Area Statistics (Page 37), the County lists 1,300 regular employees and 500 temporary and seasonal employees. Please provide clarification on the number of employees (i.e., break down the 1,300 employees).

A: The 1,300 regular employees include full time and part time employees. The 500 temporary and seasonal employees are primarily summer parks and recreation employees (approx. 200-300) with the remainder in other departments throughout the County.

3. Question: Do retirees of the County receive paychecks and benefits?

A: Yes, they receive paychecks and benefits.

4. Question: In Section VI.V.2, Implementation Services Cost (Page 33), the document states that the 15% hold-back will be paid to the Selected Vendor upon County acceptance of the system and sign-off at phase completion. Please explain the terms of hold-back further and the County's definition of client acceptance of the project.

A: The terms of the hold-back depends on the Selected Vendor and will be defined during the contract negotiation process. In general terms, client acceptance is when deliverables have been met and go-live has been accepted by the County.

5. Question: What is BerryDunn's role during the project?

A: BerryDunn has been contracted through the system selection and contract negotiation process. Please see Section III.D: County's Consulting Partner (Page 6) for further information.

6. Question: What is the status of the existing system (JD Edwards)? Would the County consider upgrading the current system?

A: The County does not receive support for the existing system through Oracle. The County is looking at all options available and will evaluate each proposal response based on the evaluation criteria listed in the RFP (Section VI.B, Pages 17-18) including the responses to functional and technical requirements.

7. Question: When was Oracle support terminated at the County?

A: The County moved to Remini Street for support 2-3 years ago.

8. Question: In the County Information Technology Department's Technology Plan, the County explains that County IT will work with departments to find a Software as a Service (SaaS) option where possible, however the RFP document does not seem to mention anything about SaaS or cloud hosting. What is the County's preferred hosting solution?

A: The County is open to all methods of hosting including County-hosted, vendor-hosted, and subscription services. In Section VI.L: Software Hosting (Page 26), the County asks vendors to provide their technical and operational capabilities for software hosting including responses to eight questions. In Section VI.S: (Page 30) Response to Narrative and Collaboration Questions, the County asks vendors to recommend the most appropriate solution for the County, and why.

9. Question: For each solution (County-hosted, vendor-hosted, or subscription), should vendor's provide separate proposals for each?

A: The way the RFP is structured, vendors can submit one proposal that can identify multiple solutions. In Attachments C and D, Cost and Resource Hours worksheets, the County provides vendors the ability to submit costs and resource hours for County-hosted and vendor-hosted solutions, and costs for a subscription based solution.

10. Question: In the Functional and Technical Requirements document (Attachment B), the County has included requirements for the proposed solutions to provide time entry functionality. In the same document, the County asks vendors to answer if they are able to provide an interface with the County's current time entry software. What is the thought process for this?

A: The County is interested in evaluating the time entry functionality that proposed solutions can provide. If the functionality is deemed more satisfactory than the current software in place, then the County will consider implementing that functionality in the proposed system. If the County determines that the current time entry system provides better functionality, then the vendor will be required to provide the interface between their proposed system and the current time entry system.

11. Question: In Section VI.V.1: Software Licensing Cost (Pages 32-33), are the maintenance and milestone payment requirements mandatory or open to negotiations?

A: The County is open to negotiations.

12. Question: What types of references are required?

A: The County prefers references based on the criteria provided in Section VI.Q (Page 29). If a vendor cannot meet these requirements, then they should provide the most relevant references available. A portion of the County's evaluation criteria is based on the vendor's experience providing the services solicited by this RFP.

13. Question: Does the County require the resumes (CVs) of the resources to be proposed on the project?

A: The County's preference is for vendors to provide the names and CV's of the proposed resources on the project.

14. Question: How many points will the County assign in evaluation criteria for references and CVs?

A: The County will be evaluating based on percentages and not points. References and CV's will be evaluated as part of the Experience Criteria. Evaluation Criteria are described in Section VI.B (Page 17-18) of the RFP.

15. Question: Please clarify user count on pages 35 and 36. Total Users and Concurrent Users are broken down by functional area, however there is a note that the estimated total users is not a sum of total and concurrent users by functional area. Does the County have an estimate of total users of the system?

A: It is anticipated that some users will use multiple modules causing overlap in each functional area. The counts were broken down by functional area to allow vendors to formulate responses based on each. The County estimates that total users may be around 250.

16. Question: Will the County publish the list of participants on the Pre-Proposal Teleconference?

A: Because the teleconference was voluntary, the County will not publish the list of participants.

17. Question: Page 31 - 33: Section VI: Submittal Response Format, Subsection V: Price Proposal. Will a vendor be deemed non-compliant if exception is taken to the software and maintenance terms listed? Specifically: (1) Milestone based payments defined in Table 11, Maintenance to begin after go-live and flat maintenance for five years.

A: No, a vendor will not be deemed non-compliant if exception is taken to the software and maintenance terms listed.

18. Question: After reviewing the local vendor preference we are trying to understand how this applies to this procurement.

A: Yes, the local vendor preference (LVP) policy effects the internal scoring of the RFP. To increase economic opportunity in Washtenaw County and the state of Michigan, the County provides a local vendor preference to cost when determining the award. For this RFP, cost accounts for 15% of the scoring evaluation criteria, (see Table 04 on page 18).

Does it in any way effect scoring on the RFP? To what are the "discounts" listed applied?

A: The "discounts" apply to the pricing responses submitted by the bidder for all items listed in Attachment C. NOTE: (Page 34) All travel costs must be included in the bidder's final fixed price on Attachment C under the "Additional Costs" section, just below the "Other Costs" field. Bidders shall provide firm & fixed pricing based on the functionality described. The LVP discounts are what the evaluation committee takes into account internally when scoring bidder responses. Please see Attachment H page 2 for examples of how the LVP discount is applied.

When an implementation vendor and a software vendor are combining for a bid do both parties need to meet the criteria?

A: No. If one of the two qualifies and is the vendor that we issue the purchase order and the contract to, then LVP would apply.
