PROCUREMENT

Solicitation Addendum

Solicitation Number: RFP 2020-1499
Solicitation Description: PeopleSoft Cloud Hosting Services
Solicitation Due Date and Time: 09 July 2020
Addendum Number: #5
Addendum Date: 02 July 2020
Purpose of Addendum: To Respond to Most Questions Submitted (by 19 June 2020)
Contract Contact: Michael Daly, Contracts Specialist
                             wdaly@actransit.org **|** 510.891.5469

The Alameda-Contra Costa Transit District herewith issues this Addendum No. #5 to the above-referenced *Request for Proposals*. *Except as modified below, all other terms and conditions remain in effect. Strikethrough text represents deletions from the original IFB, and **bold/italicized/underlined text** represent additions to original RFP text.*

INSTRUCTIONS
1. Return one (1) properly executed copy of this Addendum with proposal submission. Failure to sign and return this Addendum may result in the rejection of Offeror's proposal.
2. Carefully read, review and adhere to all notices, instructions and changes to the RFP in this Addendum.
3. Following are the District's revisions to the RFP.

A.   QUESTIONS AND CLARIFICATIONS

Question 122:   Does the District consider a cloud infrastructure provider (i.e. AWS, Microsoft Azure, etc.) to be a subcontract under this clause, therefore, requiring them to submit cost data through the Districts B2GNow system?

- ***The selected Contractor will need to make the cloud provider part of the solution.   The District will not pay those costs directly.   We are looking for a complete solution with one invoice each invoice period.***

Question 123:   Can Demo & Dev environments exist together on the same server? Similarly, can Sandbox & Test environments exist together on the same server?

- ***Yes; provided there are no performance issues.***

Question 124:   Can similar environments co-exist on the same server across pillars (i.e. HCM Dev/FSCM Dev/Portal Dev on one server)?

- ***Yes; provided there are no performance issues.***

Question 125:   Of the 2500 employees, how many are using the system concurrently?

- ***Avg 90-100.***

Question 126:   Are there any times when usage spikes such as open enrollment or Payroll days? If so what is the estimated percentage of the spike and for how long?.

- ***Approx20%.***

Question 127:   What is the currently used storage total for Production application, database and interface files?

- ***Prod-DB 455GB,Non-DB 29GB; Non-Prod DB 1983 GB , Non-DB 33GB .***

Question 128:   Will the AC Transit need us to do the Peoplesoft development work? It will be an extra cost so should we include that in the proposal?

- ***We have an internal team to do the development and we are not looking to replace the team. We are looking for a bucket hours per month. We'll rollover the hours to the next month if we don't use them in any specific month.***

Question 129:   Will we be doing SQL server administration?

- ***Yes.***

Question 130:   Is AC Transit comfortable with bringing your own Peoplesoft licenses? With SQL Server licenses, we can bake that into our pricing?
- ***Yes; we will provide SQL Server Licenses.***

Question 131:   Do you currently have an EA or an EDP? Do you have a preference should we point this solution to a public cloud platform?

- *We don't have a preference; Proposers can provide a recommendation.*

Question 132:   Would it be possible to share your current infrastructure layout # of servers, what app is running on each one, etc? And are you looking to keep this same layout or looking to make changes?

- *We are looking for almost same layout, optimizations are welcome.*

			• **Prod**	
	AppServer	**DB Server**	**Web**	**Process Scheduler**
FSCM	2	1 primary node for HR as part of a 3 node cluster with FS & Portal	2+2 Shared Gateway servers	2
HCM	2+2Portal	1 primary for HR node as part of a 3 node cluster with FS & Portal 1 primary Portal node as part of a 3 node cluster with HR & FS	2+1 2 Portal + 2 Shared Gateway Servers	2+1Portal
Non Prod				
	AppServer	**DB Server**	**Web**	**Process Scheduler**
FSCM	1	1	1 + 1 Shared Gateway Server	1
HCM	1+1Portal	1+ 1Portal	1+1Portal + 1 Shared Gateway Server	1+1Portal

- *DR has same as Production.*

Question 133:   Are you experiencing any performance issues currently?

- *Not all times. Sometimes slowness on Purchasing, Payroll Process.*

Question 134   What is the current footprint of the servers running your environment, by application?

- *See table in response to Question 132 above.*

Question 135:   What is the current data retention policy for system backups?

- *see table below:*

•	Retention Period Preferred
Baseline	7 years
Daily /Weekly	4 weeks
Monthly	12 Months
Annual	8 years

Question 136:   Is there a willingness for a platform migration to Oracle DBs?

- *No.*

Question 137:   As part of the migration, would AC Transit require a PeopleTools migration to 8.58?

- *Yes, this would be preferred.*

Question 138:   We understand that the vendor needs to provide application support (i.e techno functional support) for HCM,FSCM & Interaction hub over and above PS infra support . Is our understanding correct ?

- *AC Transit has internal team to handle techno Functional tasks. We need Infrasupport, Application services like PS Admin tasks.*

Question 139:   What is the level of customization in current PeopleSoft HCM , FSCM & Interaction hub application? Can you please let us know the module wise customization volume and complexity [report, interfaces, extension and workflow wise]

- *No module is heavily customized; we are very close to Vanilla.*
- *HCM: Approx 30% Customized*
- *FSCM: 10-15% Customized*
- *IH: None.*

Question 140:   Please provide PeopleSoft HCM, FSCM & Interaction hub Architecture diagram(s) with integrations to other legacy & third party systems to understand the system landscape and integration complexity

a)   How are the L1 helpdesk calls routed today to L2 team? Are they managed by a third party/vendor?

Internal Team handles Techno Functional Support; We don't have any third party vendor to work on them

b)   How are the Support and enhancements being handled currently?

Internal Team handles Techno Functional Support and Project work ,we don't have any third party vendor to work on them.

c)   What are the current number of resources and the breakup to support PeopleSoft HCM , FSCM & Interaction hub application?

*HCM-2 +1(Temp), FSCM-3, no dedicated resource for IH*

Question 141:   What is the monthly capacity to be considered for Minor Enhancements (<40 hours) of effort for PSFT HCM, FSCM & Interaction hub application?

- *Response: Full Time PS resources, internal to AC Transit, handle all the enhancement work.*

Question 142:   Please share the ticket dump for PeopleSoft HCM, FSCM & Interaction hub application for the past 12 months for the following with details like Creation date, Resolved date, description of the ticket, resolution notes, breakup of L1, L2 etc.:

a)   Service Incidents
b)   Service Requests
c)   Change Requests
d)   Others, if any.

- *Response: See Table Below:*

Number of Production Requests by Description
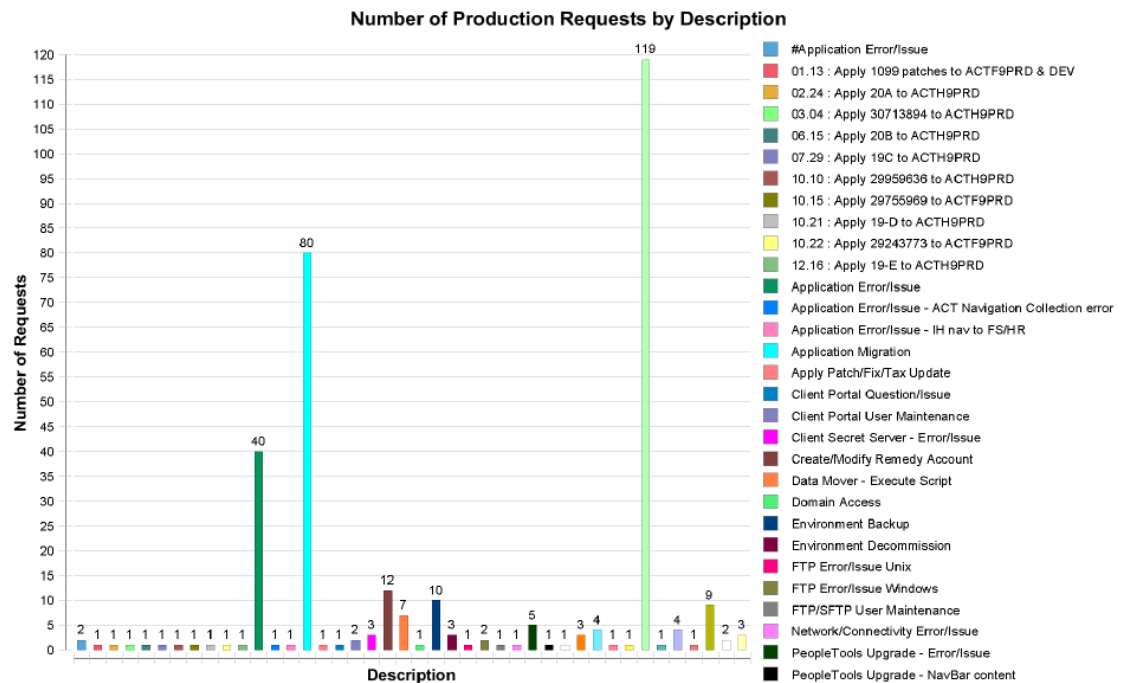
Question 143: What is the support coverage (eg. 8X5, 16X5, 24X5, 24X7 etc.) required for PeopleSoft HCM, FSCM & Interaction hub application?

- *24X7.*

Question 144: What is the current backlog ticket volume? Is it a part of the scope of this engagement to clear this backlog?

- *Very few backlog items and not very critical ones.*

Question 145: What are the current SLAs with response and actual resolution times (on average), for each category / severity / priority of tickets?

- *For critical issues like Payroll we resolve Max 12 hours and other than that there is no specified SLA.*

Question 146: Testing: We understand that AC Transit would like to perform regression testing & performance testing of the existing PeopleSoft HCM, FSCM & Interaction hub post migration to new Private / Public cloud. Please confirm.

a) If yes, do you have the test cases for regression testing & performance testing those can be reused for this engagement? *We don't have any.*

b) If existing test cases are not available, then how many test cases do we need to build for both PeopleSoft HCM, FSCM & Interaction hub application? *Depends on the Functionality of the Modules; it has approx. 100 cases that can be built to each.*

c) Do you use PeopleSoft Test Framework (PTF) / any other automation tool for testing? If yes, please provide details.

No, we don't.

d) What is the tool used for Performance Testing?

We don't have any.

Question 147: Please mention if any special coverage or processes needed for special or periodic processes like Month end / Quarter end / Year end / Payroll processing.

- *Sometimes there may be a need for Payroll Processes.*

Question 148: How would you describe the **level of documentation** (functional and technical design docs, test scripts, training materials etc.) available? Please confirm the availability of the following documentations:

a) Business Process Document

b) RICEW & Data Element Tracker

c) Functional Design Documents

d) Technical Design Documents

e) Configuration Workbook

f) Test Cases / Test Plans

g) User Training Manuals, etc.

- *We have some test plans, test documents, training manuals and no functional or technical design for all the change requests.*

Question 149: Please share guidance on any constraints that might need to be considered which might impact the Transition Timeline and duration e.g. Business changes, system priorities, incumbent SME / implementation partner SMEs availability constraints etc.

- *Business Changes sometimes and other factors need not be necessarily be factored.*

Question 150: Is there a Known Error Database available for PeopleSoft HCM, FSCM & Interaction hub application?

- *Further Clarification Is Needed to Answer This Question.*

Question 151: Please list your Top 5 challenges/pain points in the current PeopleSoft HCM, FSCM & Interaction hub application and support?

- *Time and Labor Rules (Payroll); Retro Process (HCM), Treasury Reconciling (FSCM); Rare issues yearly once or twice.*

Question 152: We assume Major Enhancements and Projects will be handled through separate Change Request. Please confirm

- *Response: Yes, that's correct.*

Question 153: Can you please explain the following point in the RFP?
"Experience and approach to testing cloud-based solutions with emphasis on use of automated testing to decrease costs and release intervals"

- *Further Clarification Is Needed to Answer This Question.*

Question 154: Is there any particular month when AC Transit would like to transition over to cloud (typically low season in business)?

- *By End of Calendar Year 2020.*

Acknowledgment of Addenda

The undersigned acknowledges receipt of the following addenda to the bidding document: <u>Addendum #5</u>. The completed acknowledgement of addenda form should be returned with bid response package; not sent to the District separately. ** *NOTE: Failure to acknowledge receipt of all*

addenda may cause the bid to be considered non-responsive to the solicitation. Acknowledged receipt of each addendum must be clearly established and included with the bid.

_____
Name of Proposer

_____
Street Address

_____
City, State, Zip

_____
Signature of Authorized Official

_____
Date