



SEDGWICK COUNTY, KANSAS
DIVISION OF FINANCE
PURCHASING DEPARTMENT

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www.sedgwickcounty.org/purchasing

REQUEST FOR PROPOSAL
#14-0093
ON-CALL SAP SUPPORT SERVICES

ADDENDUM #1

September 19, 2014

The following information is in regard to **RFP 14-0093**
Questions are in bold, answers are in italics.

- 1. How many vendors will be selected to provide production support to the County?**
Unknown. This will be determined by the number and thoroughness of responses.
- 2. How many people do you have for production support?**
Nine.
- 3. What are the projects in the pipeline?**
GM, Travel on Demand, PPM, ESS, MSS.
- 4. What are the current pain points you have in your system?**
Nothing specific, just a general shortage of support services due to excessive work logs and desired enhancements. The county is seeking options to address this.
- 5. Will a vendor be penalized for submitting more than the minimum of four references?**
No, however please limit your references to ten (10) to keep the evaluation process efficient.
- 6. Should each member of our proposed staff sign the Non-Employee IT Usage Agreement?
Are we supposed to collate these signed forms and include them in our proposal?**
Signed forms need not be submitted with the formal proposal, but will be required before identified resources are allowed to access any county infrastructure/systems.
- 7. Are you looking for only one (1) vendor to provide these on-call SAP support services?**
That would be ideal, but not required.
- 8. Do you need resumes also in staffing plan?**
Resumes would help to identify resources with "proven expertise" as the RFP requests.
- 9. Does the county have a list of tasks to be worked on? If yes – can you share these?**
No specific list at this time.

10. Can the County provide a break-down of the estimated percentage split of support tickets by area?

Support tickets worked by Sedgwick County staff average 368 per month for all areas. Percentage split varies month to month (quarter to quarter) based on project loads.

11. What is the County's current IT / SAP staff strength and in what skills?

Sedgwick County has professional staff with proven expertise in all SAP support areas. This will be an "as needed" model used for staffing vacancies, extended absences, increased project load, etc.

12. What is required to be mentioned for detailed pricing methodology? Is there an existing pricing template or format in which all the respondents can be asked to populate the prices for all the modules?

The goal of a proposal is to allow vendors to provide the county with their own pricing methodology without being constrained to a matrix developed by county staff. At the very least, the pricing detail should include pricing for different experience leveled staff, pricing for an emergency type situation and information regarding how travel is suggested to be handled.

13. What is the annual budget for this support services for SAP Applications?

There is no fixed budget amount.

14. How many hours of support would be required on an annual basis?

This will be an "as needed" contract model used for staffing vacancies, extended absences, increased project load, etc. There is currently one staffing vacancy, there are currently no staff extended absences planned, there are currently no pending project deadlines which demand additional resources.

15. What has been implemented as part of Solution Manager – modules, release and SP?

Earlywatch, 7.1 SP10

16. On average how many system escalations are they experiencing on a monthly basis.

Less than 5 per month.

17. Please provide current release/service pack (SP) the County is on - ECC?

ECC 6.04

18. Do you have custom objects? If yes, how many?

No

19. Please provide how many users the County has by module

*ECC – 300 Professional; 150 Limited Professional; 2724 ESS
BI - 200*

20. Dose the County have a requirement that staffing is US citizens or is remote offshore acceptable?

US resources are preferred, but offshore will be considered. English speaking required.

21. What is the current level of maturity of the functional full time staff supporting the SAP stack?

Sedgwick County has professional staff with proven expertise in all SAP support areas.

- 22. What ticketing system does the County use today to capture help desk tickets?**
Frontrange HEAT.
- 23. How big is the Counties production database? What type of database?**
DB2; 400Gb
- 24. Is the Counties hardware on premise, hosted or in the cloud?**
On premise.
- 25. Does the County have interface to external systems that would need to be supported – If yes please provide details?**
Yes. Several county systems interface with ECC for revenue, expense, time, and other automation.
- 26. Please provide a list of current System Integrators**
Do not understand the question. Please clarify.
- 27. Are there an estimated number of hours that consultants need to work on the project?**
This will be an “as needed” contract model used for staffing vacancies, extended absences, increased project load, etc. The county cannot estimate hours at this time.
- 28. Is there a number of consultants required against each skill set / Job requirement?**
This is entirely up to the proposer. Any number will be considered.
- 29. Can we propose on any or all of Skill Sets/ Job requirements mentioned in the RFP?**
Yes, proposals that only address certain areas of support (and not all areas) will be accepted.
- 30. Are there any restrictions on number of resumes to be submitted for County’s review?**
No
- 31. References must be from any of the State & Local agency or any commercial clients where we have provided similar services?**
Provided references may be from any source in which your firm has provided similar services. Public sector references are preferred.
- 32. Is Sub Contracting allowed on this contract?**
Sub-contracting can be proposed and will be considered, but it is not preferred.
- 33. Are there any incumbents providing services to the county?**
Yes, we currently have a contract in place for Basis support.
- 34. Will remote work be allowed?**
Yes. Onsite is preferred, but remote will be considered.
- 35. Level of experience consultant is expected to have on each skill set?**
As stated in the RFP, provided staff should have “proven expertise” in said areas.

- 36. Is there a deadline for submission of qualified consultant after the requirement is raised by the county?**
Not specific. The proposer should indicate what their turnaround time is on this information to be considered by the RFP review team.
- 37. Are you looking for a guarantee level of support (hours per month per skill area) or looking for as needed support?**
Support as needed.
- 38. Please provide an estimate of how many hours per month are anticipated for each skill area.**
This contract will be an “as needed” model used for staffing vacancies, extended absences, increased project load, etc. There is currently one staffing vacancy (FI/CO), there are currently no staff extended absences planned, there are currently no pending project deadlines which demand additional resources. As such, the county cannot provide these figures.
- 39. You identify in section III that staff must be available from 7:30 am – 5:30 pm Monday to Friday. Does this include statutory holidays?**
No.
- 40. For non-functional skill areas, such as Basis Administration, do you require extended availability greater than 7:30 am – 5:30 pm Monday to Friday?**
Not on any type of consistent basis. There may be time when off-hours support is needed, but this should be extremely rare. Also, Sedgwick County already has a contract in place for 3rd party Basis support.
- 41. Have SLAs been established for each role?**
Only those that are listed in the RFP.
- 42. What is your SAP Landscape, in terms of Sandbox/ Development/Quality/Production?**
All systems/modules listed in the RFP have the sandbox/development/quality/production landscapes
System & Version
All are Windows OS and DB2 database
ECC 6.04
BW 7.01
BPC 7.5
EP 7.3
SRM 7.02
PI 7.3
BI 4.0
- 43. Architecture for all available module: How many different boxes they have**
½ of system landscape are virtual (VMware), 1/2 are physical
- 44. How many SAP Licenses across the modules?**
ECC – 300 Prof; 150 Limited Prof; 2724 ESS; 200 BI
- 45. Current RICEFW Inventory across all modules?**
None to report.

46. Current BI Reports & Dashboard Inventory count?

Approximately 350 BI reports and 15 dashboards

47. Which sub-modules of HCM is implemented?

Time, Payroll, Org Management, Master Data, Benefits

48. Are you looking for fixed cost?

Fixed costs are preferred but other options will be considered.

49. Are you paying expenses for onsite visit?

We will accept proposals in which travel expenses are and are not included.

50. Do you have any historical data on your tickets generation that you could share.

Tickets worked by Sedgwick County staff average 368 per month (all areas). Workload for On Call support staff would vary based (mainly) on support area.

51. Do you have some estimated support hours (monthly or annually) for each module listed in the RFP?

The county currently has no estimate of hours as this will be an "as needed" model used for staffing vacancies, extended absences, increased project load, etc.

52. Could we respectfully request a 1 week extension to the September 30th submission date?

The due date will remain unchanged

53. Would the county consider using offsite and/or offshore resources for potential cost savings?

Onsite is preferred, but remote will be considered. US resources are preferred, but offshore will be considered. English speaking required.

54. Would the County consider a minimum number of hours for all the proposed resources in efforts to minimize risk?

The county will not consider a minimum number of hours for this contract. This will be an "as needed" model used for staffing vacancies, extended absences, increased project load, etc.

55. Does the County predict an expected daily and/or monthly call volume for the support resources by function?

No

Vendors are responsible for checking the web site and **acknowledging any addendums on the proposal response form.**

Kimberly Evans
Purchasing Agent