



COLLIN COUNTY

Office of the Purchasing Agent
2300 Bloomdale Road
Suite 3160
McKinney, Texas 75071
www.collincountytx.gov

ADDENDUM No. One (1)

PeopleSoft HCM 9.2 Upgrade RFP No. 2014-106

Effective: January 17, 2014

You are hereby directed to make changes to the Request for Proposal in accordance with the attached information:

Add Documents:

Attachment D-Pre-Proposal Q&A and Attendee List
Attachment E- Functional Modification Summary
Attachment-F- Collin County Functional Resources for Upgrade

Delete: Insurance Requirements

Replace with: Revised-Insurance Requirements

Delete: PeopleSoft HCM 9.2 Upgrade-FY2014-RFP

Replace with: Revised-PeopleSoft HCM 9.2 Upgrade-FY2014-RFP (Changes made in red)

Extended Question & Answer date: Scheduled to end Friday, January 24, 2014 at 5:00p.m.

Extended Bid End Date to: Thursday, January 30, 2014 at 2:00p.m.

Please note all other terms, conditions, specifications drawings, etc. Remain unchanged.

Sincerely,
Michalyn Rains CPPO, CPPB
Purchasing Agent

Questions & Answers:

- 1) Will there be oral interviews?
Yes, however we can ask questions via conference call.
- 2) Do you require past performance with 9.2?
We prefer 9.2 experience but will accept nothing less than 9.1 experience.
- 3) What's the expected go live date?
We do not have a date at this time. We will come up with a timeline once we award the contract.
- 4) How long did the last upgrade take?
About 8 months, we had a lot of downtime between upgrade. We have a substantially larger system now.
- 5) Are background checks required and is there a cost?
All Contractor employees that will be working on site or by VPN must pass a background check performed by Collin County Sheriffs Office before any work may be performed. No cost included.
- 6) During the upgrade from v8.9 to v9, did the County procure additional help from a vendor or use in-house resources only?
We used in-house resources only.
- 7) What areas do you need assistance in?
The top 3 areas are Time and Labor, Performance Management and Candidate Gateway/Talent Acquisition Manager. However, we may need help with other areas listed in Section 5.12.
- 8) Should we include resumes?
Yes, we want to review resumes.
- 9) How will you evaluate option 1 and option 2 pricing?
We will evaluate options separately and then decide which option we want to move forward with.
- 10) Are you asking for fixed rate pricing?
Yes, for option 1 and 2 but we still want to see hourly rates.
- 11) Will you allow VPN remote access?
Yes, employee will have to go through background check process prior to gaining access.
- 12) Are you currently experiencing any issues with the system?
It has been slow but we are upgrading our hardware.
- 13) Are you entertaining offshore?
No.
- 14) Will you need help with functional testing?
No.
- 15) Do we need to include travel?
Yes, please include a not to exceed cost for travel related expenses.
- 16) Can Collin County please identify tasks that they will do?

- We will run test script and do all of the functional testing.**
- 17) Will you need the vendor to provide training?
No, all training will be provided by Collin County.
- 18) Have you started the upgrade process?
We have ran all the scripts against the system.
- 19) How many developers do you have dedicated to this project?
We have 2 developers that are fully accessible. However, they are not 100% dedicated to this project they are working on production too.
- 20) Are there any blackout periods that we will have to work around?
We have pay for performance end of August-September. We will have resources available but there will be a shortage on performance management side.
- 21) Would the functional role be required onsite or would you consider remote?
We prefer that the functional role be onsite in the beginning and as we get further in the process we could work with some remote.
- 22) How many functional personnel are you looking for?
If you had a single resource that knows all top 3 areas (Time and Labor, Performance Management and Candidate Gateway/Talent Acquisition Manager) that would be great. We wouldn't need 3 full time personnel however we will need help with those areas.
- 23) Refer to Section 5.12.2, Role of the upgrade specialist, what certifications are required?
**Please disregard these lines in the Upgrade Specialist job description.
"Certify the hardware County intends to use for Testing and Production"
"Certify County's software installation on all servers"**

Collin County IT will certify the hardware and software installation to specification published on Oracle's Upgrade website. We would like the vendor to verify that Collin County indeed has the optimum environment in place, based on Oracle's installation guidelines.

Attendees:

Highstreet IT, LLC
ANR Consulting Group, Inc.
Sirius Computer Solutions
ERP Analysts
Net Star System
Tunabear, Inc.
Eric Tillman Consulting, LLC
Tellus Solutions, Inc.
Apex IT
Graviton Consulting Services, Inc.
Advanced Digital Systems
DLTT Group
NTT Data

Caren Skipworth, Collin County IT
Mike Malak, Collin County IT
Mike Jenkins, Collin County IT
Jennifer Frazier, Collin County Human Resources
Joan Petree, Collin County Human Resources
Sara Hogle, Collin County Purchasing
Courtney Wilkerson, Collin County Purchasing

Collin County Functional Modification Summary

Row Labels	Count of Description
Recruiting	81
T&L	49
PFP	41
Benefits	41
HR	22
Payroll	22
Reporting	17
Employee Relations	14
Audit	14
Position	6
Health and Safety (Risk)	5
Workflow	5
Budget	5
Compensation	3
Misc	2
HR and Position	2
Temp Pool	1
PIO	1
Treasury	1
Grand Total	332

Collin County Functional Resources for HCM 9.2 Upgrade

Full Time Resources

Jennifer Frazier – HRIS/Systems Manager

Systems Experience – 15+ years

County Experience – 12+ years

PeopleSoft Experience - 8+ years (including-implementation, upgrade, project management, modification/development testing and implementation, security, query/crystal development and general system troubleshooting/maintenance and administration)

Project Role: Functional Project Manager - Lead, Time and Labor – Lead, TCD Interface – Lead, Position Management/Security – Lead

Joan Petree – HRIS/Systems Manager

Systems Experience – 26+ years

County Experience – 9+ years

PeopleSoft Experience - 10+ years (including-implementation, upgrade, project management, modification/development testing and implementation, security, query/crystal development and general system troubleshooting/maintenance and administration)

Project Role: Payroll for North America – Lead, Base Benefits/Ben Admin – Lead, HCM – Lead, Functional Project Manager – Back-up

Cherish Catterall – Functional Analyst

Systems Experience – 5+ years

County Experience – 5+ years

PeopleSoft Experience - 5+ years (including - modification/development testing and implementation, security, query/crystal development, implementation/upgrade testing and general system troubleshooting/maintenance and administration)

Project Role: Talent Acquisition Manager – Lead, Candidate Gateway – Lead, Payroll for North America – Back-up

Sarah Udick – Functional Analyst

Systems Experience – 6+ years

County Experience – 3+ years

PeopleSoft Experience - 3+ years (including - modification/development testing and implementation, security, query/crystal development, implementation/upgrade testing and general system troubleshooting/maintenance and administration)

Project Role: Performance Management – Lead, Time and Labor – Back-up

Part Time Resources

Julie Rutherford – Compensation Manager

Systems Experience – 5+ years

County Experience – 6+ years

PeopleSoft Experience - 6+ years (including-implementation, upgrade, modification/development testing and implementation, security, query/crystal development and general system troubleshooting/maintenance and administration)

Project Role: Compensation – Lead, Talent Acquisition Manager – Back-up, Candidate Gateway – Back-up, HCM – Back-up

Erica Johnson – Risk Manager

Systems Experience – 4+ years

County Experience – 6+ years

PeopleSoft Experience - 6+ years (including- implementation/upgrade testing, modification/development testing and implementation)

Project Role: Risk Management – Lead, Employee Relations – Lead, Performance Management – Back-up

Barbara Koehrer – Benefits Manager

Systems Experience – 5 Months

County Experience – 5 months

PeopleSoft Experience – 5 Months

Project Role: Base Benefits/Ben Admin – Back-up

UAT Testing Resources

Courtney Lacey – Payroll SME

Abby Spence – Benefits SME

Rachel Lakey – Admin SME

Delena David – PFP/ER/Risk SME

3.0 INSURANCE REQUIREMENTS

3.1 Before commencing work, the vendor shall be required, at its own expense, to furnish the Collin County Purchasing Agent with certified copies of all insurance certificate(s) indicating the coverage to remain in force throughout the term of this contract.

3.1.1 Commercial General Liability insurance at minimum combined single limits of (\$2,000,000 per-occurrence and \$4,000,000 general aggregate) for bodily injury and property damage, which coverage shall include products/completed operations, independent contractors, and contractual liability each at \$2,000,000 per occurrence. Coverage must be written on an occurrence form.

3.1.2 Workers Compensation insurance at statutory limits, including employers liability coverage at minimum limits. In addition to these, the contractor must meet each stipulation below as required by the Texas Workers Compensation Commission; (Note: If you have questions concerning these requirements, you are instructed to contact the DWC at (800) 372-7713 ext 6.

3.1.3 Commercial Automobile Liability insurance shall be no less than \$1,000,000 combined single limits per accident for bodily injury and property damage, including owned, non-owned, and hired vehicle coverage.

3.1.4 Professional Liability Insurance at minimum limits of \$2,000,000. This policy must have a two (2) year extended period of coverage, (i.e. tail coverage). If you choose to have project coverage endorsed onto your base policy, this would be acceptable.

3.2 The required limits may be satisfied by any combination of primary, excess or umbrella liability insurances, provided the primary policy complies with the above requirements and the excess umbrella is following form. The vendor may maintain reasonable and customary deductibles, subject to approval by Collin County.

3.3 With reference to the foregoing insurance requirement, the vendor shall endorse applicable insurance policies as follows:

3.3.1 A waiver of subrogation in favor of Collin County, its officials, employees, volunteers and officers shall be contained on all policies.

3.3.2 The vendor's insurance coverage shall name Collin County as additional insured under the General Liability policy.

3.3.3 All insurance policies shall be endorsed to require the insurer to immediately notify Collin County of any decrease in the insurance coverage limits.

3.3.4 All insurance policies shall be endorsed to the effect that Collin County will receive at least thirty (30) days notice prior to cancellation, non-renewal or termination of the policy.

3.3.5 All copies of Certificates of Insurance shall reference the project/contract number.

3.4 All insurance shall be purchased from an insurance company that meets the following requirements:

3.4.1 A financial rating of B+VI or better as assigned by the BEST Rating Company or equivalent.

3.5 Certificates of Insurance shall be prepared and executed by the insurance company or its authorized agent, and shall contain provisions representing and warranting the following:

3.5.1 Sets forth all endorsements and insurance coverages according to requirements and instructions contained herein.

3.5.2 Sets forth the notice of cancellation or termination to Collin County.

4.0

EVALUATION CRITERIA AND FACTORS

4.1 The award of the contract shall be made to the responsible offeror whose proposal is determined to be the lowest and best evaluated offer resulting from negotiation, taking into consideration the relative importance of price and other factors set forth in the Request For Proposals in accordance with Vernon's Texas Code Annotated, Local Government.

4.1.1 Detailed Proposal Assessment

4.1.1.1. Qualification of the Firm - 40%

4.1.1.1.2 References/Past Experiences

4.1.1.1.3 Provide Current Client Experience

4.1.1.4 Understanding Scope of Work & Response to Section 6.2 - 30%

4.1.1.1.5 Technical Certifications

4.1.1.6 Pricing/Fees- 30%

4.1.2 Best and Final Offers – The County may request best and final offers from a selected short list of responses.

5.0 SPECIAL CONDITIONS AND SCOPE OF SERVICES

5.1 Authorization: Proposals will be received for Services: IT, Services for PeopleSoft HCM 9.2 Upgrade.

5.2. Intent of Request for Proposal: Collin County's intent of this Request For Proposal (RFP) and resulting contract is to provide offerors with sufficient information to prepare a proposal to include services to augment production support and enhancement efforts of the County PeopleSoft implementation.

5.3 Term: Provide for a term contract commencing on the date of the award through project completion.

5.4 Pre-Proposal Conference: A pre-proposal conference will be conducted by Collin County on Tuesday, January 7, 2014 at 2:00 p.m. at 2300 Bloomdale Road, Suite 3207, McKinney, TX 75071 in the I.T. Conference Room. This is to provide an opportunity for all interested offerors to ask questions. All prospective offerors are requested to have a representative present. It is the offeror's responsibility to review documents to gain a full understanding of the requirements of the RFP. There will be a telephone conference available for the pre-bid meeting, interested offerors may begin calling on 01/07/2014 at 1:45 p.m. CST, by dialing (972) 547-1833.

5.5 Funding: Funds for payment have been provided through the Collin County budget approved by the Commissioners' Court for this fiscal year only. State of Texas statutes prohibit the County from any obligation of public funds beyond the fiscal year for which a budget has been approved. Therefore, anticipated orders or other obligations that arise past the end of the current Collin County fiscal year shall be subject to budget approval.

5.6 Price Reduction: If during the life of the contract, the offeror's net prices to other customers under the same terms and conditions for items/services awarded herein are

reduced below the contracted price, it is understood and agreed that the benefits of such reduction shall be extended to Collin County.

5.7 Delivery/Completion/Response Time: Offeror shall place product(s) and/or complete services at the County's designated location in accordance with each project, agreed to by each party within the scope of work.

5.8 Testing: Testing may be performed at the request of Collin County, by an agent so designated, without expense to Collin County.

5.9 Samples/Demos: When requested, samples/demos shall be furnished free of expense to Collin County.

5.10 Background Check: A background check will be required for all offeror staff that will be accessing secured Collin County Systems whether onsite or off-site to be performed by Collin County.

5.11 PROJECT OVERVIEW:

Collin County, Texas (hereafter referred to as the "County") seeks technology services to augment production support and enhancement efforts of the existing County PeopleSoft implementation. Respondents must have a proven history of successfully implementing and supporting similar services and functionality for other counties, municipalities, and governmental entities.

Collin County, Texas occupies approximately 886 square miles just northeast of Dallas, Texas. Collin County is one of the fastest growing counties in the nation and currently has a population in excess of 800,000 citizens.

The County initially implemented PeopleSoft HCM 8.9 in January 2007 and upgraded the system to version 9.0 in 2009. Our current HRMS Production System is running 9.0 Applications and Tools 8.49. Our current Application Bundle level is #12. Our current Tools Patch level is #18. We do not anticipate updating our Application Bundle level or Tools Patch level prior to the Upgrade. It is our intent to upgrade from our current HCM version (9.0.12/8.49.18) directly to 9.2/8.53 using the most current Application and Tools patches available. Our current HRMS System is current on Tax Updates and we intend to remain current until and through the upgrade process. We expect the new 9.2 system will be up-to-date on Tax Updates at Go-Live.

PeopleSoft provides human resource management and payroll functions within the County. In addition to the basic functions, the County also utilizes the PeopleSoft Portal, HR HelpDesk (CRM) and Candidate Gateway (e-recruiting).

The County employs approximately 1700 full-time employees and maintains a pool of part-time temporary workers. Basic HR and payroll processing support is provided to the County Elections department to support a variable sized pool of temporary elections workers.

Currently, support of HR and payroll functions is provided by an 18 person Human Resources team and approximately two primary IT personnel with additional IT support structure (infrastructure, DBA, application services, etc.)

5.12 SCOPE OF WORK:

5.12.1 Functional Role Performed by Offeror for the 9.2 Upgrade

The County will require functional/technical support during the HCM 9.2 upgrade with emphasis in the following areas.

- Time and Labor
- Performance Management
- Candidate Gateway/Talent Acquisition Manager

These are the most heavily customized areas of our current system and are highly impacted by changes with the new delivered functionality. Support for the time and labor module will require advanced technical skills for custom rules, application engine programming and the TCD interface. Functional assistance will be required in some areas to identify/correct issues with retrofitting customizations and fit/gap analysis for new/changed functionality. Collin County may require changes to existing modifications or new development to keep the 9.2 software in line with our current business processes. Offerors will need to propose how they will assist Collin County in completing required changes to existing customizations/modifications or newly required development. In some cases, Collin County may ask the offerors to complete 9.2 required changes for the most complex modifications that are currently in Production.

Support and enhancements will cover the following PeopleSoft modules and supporting systems currently used by Collin County:

- PeopleSoft Human Capital Management (HCM) 9.0
 - Position Management
 - Payroll for North America
 - Base Benefits
 - Ben Admin
 - FMLA
 - eLearning
 - eBenefits
 - eComp
 - eDevelopment
 - ePay
 - Performance Management
 - Time and Labor
 - GL Interface
 - TCD Interface

- Employee Relations
- Risk Management – Health and Safety
- Talent Acquisition Manager
- Candidate Gateway
- Workflow
- PeopleSoft Customer Relationship Management (CRM) 9.1
 - HR Help Desk
- PeopleSoft Enterprise Portal 9.1
- Secureadyne access control based time collection system

Planned implementation projects identified at this point include:

- HCM upgrade from 9.0 to 9.2
- PeopleTools 8.53 to be installed in a new environment with HCM 9.2

5.12.2 Technical Roles Performed by Offeror for the 9.2 Upgrade

The types of roles the County may need assistance with include the following:

Upgrade Specialist

The Upgrade Specialist shall

- Install all required PeopleSoft and third party software on County's servers.
- ~~Certify the Hardware County intends to use for Testing and Production.~~
- ~~Certify County's software installation on all servers.~~
- Assist existing County IT staff in setting up the new PUM and Search servers.
- Assist existing County IT staff through the first test move and conversion
- Be available remotely to existing County IT staff during subsequent test moves.
- Be on-site during the final, Go-Live conversion.
- Train and perform Knowledge Transfer to the existing County IT staff.

Integration Specialist

The Integration Specialist shall

- Review and make necessary change to our existing integration structure for HCM, CRM and Portal.
- Setup the integration Gateway.
- Review and make change to the existing nodes.
- Validate the Single Sign-on is operational.
- Train and perform Knowledge Transfer to the existing County IT staff.

Security Specialist

Security Specialist shall

- Review County's LDAP setup (Active Directory interface).

- Review Roles and Permission list going forward.
- Review and make necessary changes to Dynamic Role allocations.
- Review customizations the County has made to Security Structure.
- Review and setup Batch processing requirements.
- Migrate existing Certs to new servers.
- Setup FTP servers.
- Review Query.
- Train and perform Knowledge Transfer to the existing County IT staff.

8.53 Developers

There shall be two (2) Developers available when the County is ready to move customizations developers shall be familiar with all aspects of 8.53 Tools development i.e PeopleCode, App Engine, App Packages, HTML, Workflow, SQL, Component Interfaces, SQR, Cobol, Style Sheets, etc.

- Developers shall assist existing County IT staff in re-writing existing customizations for the new 8.53 structure.
- Developers shall assist existing County IT staff in migrating certain customizations that can be moved
- Developers shall initially test the rewritten customizations
- Developers shall create documentation for all objects
- Developers shall train and perform Knowledge Transfer to the existing County IT staff.

5.13 PROJECT REQUIREMENTS

5.13.1 HCM 9.2 Upgrade Requirements

NOTE: Collin County uses Microsoft SQL and not the Oracle data base product. The offeror shall be responsible for ensuring that the County's SQL environment is fully compatible with Oracle's data base environment.

This RFP seeks proposals for the HCM 9.2 Upgrade along with functional and technical support based on the following two (2) options. Offerors shall indicate whether they will provide only either of the options or both of the options. Offerors shall price each option separately. **NOTE:** New hardware environments at Collin County will not be ready until late March, 2014.

- Option 1. Use of Offeror Lab, with no data transfer. Offeror will perform all upgrade work (scripts, conversions, etc) at the offeror's site, through but not including the first test move. Beginning with first test move all upgrade work will be performed on the County's site, using the County's hardware.
- Option 2. No Lab, no data transfer. Offeror will perform all upgrade work on the County's site using the County's hardware.

Post Go-Live Support:

- Four (4) weeks, on-site support with all project personnel. This is to minimize any problem that may arise as a result of the upgrade. All reported problems should be addressed immediately.
- Eight (8) weeks remote support. After the initial 4 weeks on-site support, an additional eight (8) weeks of remote support. – Remote login to our system will be required and prompt attention to reported problem will be expected.

5.13.2 Assignment of Project Manager

The services provider will be required to provide a project manager to serve as the focal point for ongoing project needs and status reporting. The project manager will provide general oversight for the services team and will assist with the planning processes, and will be assigned for the duration of this project.

5.13.3 Kickoff Meeting

A kickoff meeting will be conducted at County facilities to discuss and clarify expectations and timing for the activities covered under this statement of work. The kickoff meeting will be attended by relevant stakeholders from the County HR and IT departments and will be used as the basis for collecting the information necessary for the next phase. The kickoff meeting should also include the service provider management personnel who will oversee the staff augmentation work requested by this proposal as well as technical and functional staff.

During the kickoff meeting County PeopleSoft support personnel will be able to provide details about the development process, naming standards and other conventions used at Collin County. RFP respondents are advised that the Collin County development team utilizes Agile Development and Scrum processes to manage development tasks and projects. Discussions about Collin County development processes will be conducted from an Agile/Scrum methodology.

The outcome of the kickoff meeting will be an understanding, among the services provider and the County IT and HR departments, of the services to be performed by the services provider. The services will be further defined during the planning and discovery sessions. The designated points of contact and any contact methods will be identified and published as a team roster.

5.13.4 Planning and Discovery

Following the kickoff meeting, a planning and discovery session will be conducted between the IT personnel and service provider to discuss the tasks/timelines to keep the current 9.0 Production environment in sync with the new 9.2 Test Environment. The outcome of the session will be a modification/enhancement schedule for the 9.0 Production environment and the

9.2 Test environment, along with any enhancement tasks assigned to the service provider to complete.

5.13.5 Production Support Services Post Go-Live

The post Go-Live production support services to be provided by this agreement for a period of 90 days after Go-Live will be based upon the existing production level PeopleSoft system deployed at Collin County. The application troubleshooting and error resolution will support the PeopleSoft functions as modified by the Collin County team. Error replication and “break fix” testing may be conducted in an existing “Sandbox” environment. Please refer to the technical diagram section, which provides a daily replica of the production system. Variances in the “Sandbox” environment may be compared to a “Demo” system maintained to confirm if errors can be replicated in a “vanilla” PeopleSoft environment.

The offeror will propose how Post Go-Live production support services will be provided for 90 days after the Go-Live production implementation. Support should be provided by the offeror primarily during normal business hours, Monday through Friday from 8:00AM to 5:00PM (Central time), based on the Collin County holiday calendar. Payroll processing is considered a critical process for Collin County. Payroll processing is conducted every two weeks beginning mid-morning on Monday and ending mid-afternoon on Wednesday. With advance notice, the service provider should be prepared to respond to support calls from the HR department during weekend hours. This support would most likely be requested for support of end of year processes (i.e. W2 processing) or open enrollment processes.

The following response times will be followed by the personnel identified as part of the priority contact list when responding to support requests:

Issue Severity and Description	Response Time	Resolution Time
Critical: Any issue resulting in systems being down, impairing the ability of all users to access systems or impairing the ability to complete payroll or critical activities on a timely basis	15 minutes	Until Resolution Implementation
High: Example: time-critical processing is prevented and/or a group of users are unable to function	15 minutes	8 Hours
Medium: Example: the problem affects processing which is not time-critical and a workaround is not available; or the problem affects processing which is critical but a workaround is available.	15 minutes	16 Hours
Low: Example: The problem is non-critical and workaround is available or reasonably scheduled in the future.	15 minutes	24 Hours

5.13.6 Modification Development, Testing and Implementation

When requested by Collin County, the service provider will develop the PeopleSoft modifications per schedule and in accordance with the development standards used within Collin County. Detailed specifications and business requirements will be gathered by the service provider from the assigned points of contact within the County HR department. The service provider will be responsible for leading the development and testing process. Once successfully tested by the assigned HR resource, the IT department will migrate completed modifications to the production environment in accordance with County standards. Note: production migrations require a two (2) week change control notice *and must be scheduled such that the change will not impact the County's payroll processing.*

Detailed development documentation for each enhancement must be provided to the County as a distinct deliverable. Failure to submit the required documentation will result in the modification not being migrated to the production environment.

Collin County prefers the services provider apply each customization to HCM 9.2 as a separate project.

5.14 TECHNICAL INFRASTRUCTURE

5.14.1 Background

The PeopleSoft application server environment established in 2006 provided a matching set of physical servers running production and development instances of the PeopleSoft HRMS application and Oracle RDBMS. The servers were repurposed from other projects and were provided for the project at no additional cost. In 2008 two IBM blade servers were purchased to support a PeopleSoft migration from standalone physical servers to a VMWare environment running on the County enterprise Microsoft SQL Server database. One blade server was intended to support the production system while the other server supported the development environment. The servers would also provide failover capacity to one another, with a manual re-load of the VDX file, should one blade server fail.

The PeopleSoft HRMS application is currently consuming 2 CPUs and 8GB RAM in production and 1 CPUs and 7GB RAM in development.

5.14.2 Current Direction

To meet requests from the HR department additional server resources have been allocated to the project. In addition to the primary production and development systems another three virtual machine systems have been created which consume a total of 11 CPUs and 39GB RAM, currently over subscribing the servers originally allocated to the PeopleSoft environment. In addition to an increase in

the amount of server resources there is also an increase in the level of internal system integration requiring close and continual monitoring of system message queues to ensure data synchronization between the various PeopleSoft applications. Should the data not replicate correctly between the application modules or should the message queues fail then it is possible that the operation of one or more systems in the integrated environment will be compromised and could render certain applications unusable.

The following embedded Visio diagram, Figure 1(refer to attachment a): Current PeopleSoft Architecture, provides a high level overview of the current PeopleSoft technical architecture. Figure 2 (refer to attachment b): Proposed PeopleSoft Architecture depicts planned changes to the DMZ environment to implement a web server to manage all in-bound Jolt traffic in accordance with an Oracle Red paper published in July, 2010.

Under the scenario shown in Figure 3 (refer to attachment c): Current PeopleSoft Database Deployment, the total capacity needed to support the HR applications will increase to 17 CPUs and 63GB RAM. The total capacity will eventually decrease to 14 CPUs and 48GB RAM **after** the PeopleSoft upgrade is completed and two existing VM environments are shutdown.

6.0 PROPOSAL FORMAT

6.1 The proposal shall, at a minimum, include a Table of Contents detailing sections and corresponding page numbers, and shall be printed on letter-size (8 1/2"x 11") paper and if submitting manually, assembled with spiral-type bindings or staples. **DO NOT USE METAL-RING HARD COVER BINDERS.**

6.1.1 FIRM OVERVIEW

Offeror is requested to define the overall structure of the Firm to include the following

- 6.1.1.1 A descriptive background of your company's history.
- 6.1.1.2 State your principal business location and any other service locations.
- 6.1.1.3 What is your primary line of business?
- 6.1.1.4 How long have you been selling product(s) and/or providing service(s)?
- 6.1.1.5 State how many and the locations where your product/services are in use.

6.2 PROPOSED PROJECT TEAM/STAFF
QUALIFICATIONS/EXPERIENCE/CREDENTIALS

6.2.1 Offeror is requested to provide qualifications as well as experience information on Offeror's key personnel that will be assigned to this project. This will include any technical certifications required to complete the project.

- 6.2.2 Offeror is requested to provide a project timeline showing both the County and Offeror staff required for this project.
- 6.2.3 Provide the ability to host an environment for testing of the application and describe the process.
- 6.2.4 How many PeopleSoft 9.2 upgrades has your company completed or currently in process. Please describe.
- 6.2.5 What is your approach to customers who have extensive customizations to their system?
- 6.2.6 Does your company have staff located within the DFW metroplex?

6.3 REFERENCES

- 6.3.1 Offeror is requested to include at least three (3) references with names, addresses, email addresses, and telephone numbers.

6.4 PRICING/FEES

- 6.4.1 State total price for project with option 1, Use of Offeror Lab, with no data transfer.
- 6.4.2 State total price for project with option 2, No Lab, No data transfer.
- 6.4.3 State hourly rates for each role associated with this project. Specify on-site and off-site hourly rates.
- 6.4.4 Include a not to exceed cost for travel related expenses.