

RFP Addendum # 2

Request for Proposals for JD Edwards E-1 Managed Services (Solicitation # 5115)

Date of Addendum # 1: August 2, 2018

The Request for Proposals (RFP) for the above named project is amended as noted in this Addendum. This Addendum consists of 4 pages.

This Addendum extends the deadline for submitting proposals (see **Item 1** below), and lists questions received and SHA's responses (see **Item 2** below).

Item 1. Due to the number of questions received by the deadline for questions, it has taken longer than anticipated to finalize the responses to those questions. In order to give proposers ample time to prepare their proposals after receiving and reviewing SHA's responses (included in this Addendum), SHA is hereby extending the deadline for submitting proposals to **2:00 p.m., Friday, August 17, 2018.**

Item 2. The following is a list of questions received and SHA's responses to those questions.

Question 1. Does Seattle Housing Authority currently use outsourced JD Edwards services? If so, who is the provider?

Response: *Yes, however the name of the provider is not relevant.*

Question 2. What is the expected award date?

Response: *With the revised submittal deadline of August 17, it is estimated that a contract should be awarded by the end of September.*

Question 3. What is the expected start date for the delivery of services?

Response: *SHA anticipates that services will start when the hours for the current contract are expended (September-October timeframe.)*

Question 4. What 3rd party products are used in conjunction with JD Edwards (reporting, tax, etc.)?

Response: *SHA uses Vertex for tax and Kronos for Time & Attendance. In addition, we utilize Hubble for some reporting and Inspyrus for A/P invoice automation.*

Question 5. The scope of services includes 'Fixed Assets'. Is the functionality of the JD Edwards Capital Asset Management module also in use?

Response: *No, that module is not in use.*

Question 6. Please provide information on the technology infrastructure (including version level) supporting JD Edwards including:

- a. Operating Systems for all tiers (Database, Enterprise/Application, Web, Other)
- b. Database Systems
- c. Java Application Server (WebSphere/WebLogic)

Response: *SHA uses Operating System version 6.3.16299; Database Systems SQL Server 2016 Management Studio version 13.0.16106.4; and Java Application Service Weblogic Server version 10.3.5.0*

Question 7. Does Seattle Housing Authority prefer to use the Corning Data issue tracking system or will issues be logged in the Seattle Housing Authority system and assigned to Corning Data?

Response: *SHA will use the issue tracking system of the selected vendor.*

Question 8. The contract will not require the addition of any additional employee or subcontractor personnel, which will result in no action required for the Section 3 Resident Employment Plan. Will this negatively impact our scoring for the purposes of this RFP?

Response: *If your firm needs to hire new employees or sub-consultants in order to perform the scope of work for this contract, you will need to describe what actions you took to try to find Section 3 individuals and/or sub-consultants. If no new hires are required, you say that on the Section 3 forms. There are no points assigned to Section 3, therefore there is no impact on the scoring of the RFP.*

Question 9. Please provide the number of hours anticipated by quarter so we may properly complete the Exhibit A - Price Proposal Form:

- a. First Quarter (Jan 1 - Mar 31):
- b. Second Quarter (Apr 1 - Jun 30):
- c. Third Quarter (Jul 1 - Sept 30):
- d. Fourth Quarter (Oct 1 - Dec 31):

Response: *SHA anticipates 100 hours in the first and fourth quarters and 50 hours per quarter for the second and third. However, we would like the ability to roll unused hours into the next quarter or adjust the quarterly breakout of hours as the year progresses.*

Question 10. Does blended hourly rate should include expenses / travel costs or we can bill it separately?

Response: *We anticipate that work will be performed remotely. Any travel deemed necessary and the associated cost for that would be added by Change Order to the contract and billed separately.*

Question 11. Can offshore resources be considered, wherever applicable?

Response: *Because of time differences and responsiveness, we prefer that resources be based in the United States. Minimal augmentation offshore may be considered.*

Question 12. Rates will be different for resources based on if the resource is provided form offshore or onsite. Do you want us to quote it separately?

Response: *See responses to questions 10 and 11 above.*

Question 13. Would preference be given to WMBE/MBE/SMB or local WA companies?

Response: *No.*

Question 14. Is it mandatory for a company to be HUD Section 3 Business certified?

Response: *No.*

Question 15. What version of JDE is SHA on, is it 9.1 or 9.2?

Response: *SHA will be live on 9.2 prior to the contract start date.*

Question 16. What is level of customization and expected development volume?

Response: *36 custom objects. Development volume depends on requests and business needs. 20-30% of the hours are likely to be for development.*

Question 17. Does SHA want us to use our issue tracking system or SHA has its own issues tracking or issue management system?

Response: *See response to question 7 above.*

Question 18. Is SHA expecting a major change in demand hours every month or quarter and if so is the change going to marginal or substantial?

Response: *Because of year-end and New Year changes and reporting, SHA expects to use more hours in the November through February time frame.*

Question 19. Which third party software's have been integrated with JDE and are you expecting any specific skillsets for same such as EDI?

Response: Vertex for payroll taxes, Inspyrus for AP Invoice Automation, Hubble for Reporting, Kronos for Time and Attendance. No EDI at this time. SHA does not believe that there are any specific skillsets needed.

Question 20. What happens if contractor hours are not sufficient?

Response: If additional hours are required, they will be added by a Change Order to the Contract.

Question 21. What will be the timing for support hours? Can they be flexible? Are you willing to have overlap in hours?

Response: SHA operates solely in the Pacific Time Zone. Normal work hours are 8:00 a.m. to 4:30 p.m. Flexibility in hours would depend on specific requests.

Question 22. Can the issue resolution be done in offshore time zone or does it need to be done in Pacific Time Zone?

Response: See responses above to specific offshore work. Other than that, exceptions would need to be mutually agreed upon.

Question 23. What is your module-wise current ticket volume?

Response: SHA does not have a specific breakdown. HR, MSS and Payroll tend to have the highest ticket volume. Other modules vary depending on issues arising or business needs.

Question 24. Are you open to completely off hours support i.e. support not in US time zone but tickets will be resolved over night?

Response: No.

Question 25. What is the ticket volume particularly for HR/Payroll module?

Response: See the response to question 23 above.

Question 26. How many JDE users does SHA have?

Response: 335.

Question 27. Are 300 hours fixed per year for all support (Technical/Functional and CNC)? What if based on the volume our estimations are higher?

Response: See response to question 20 above.

END OF RFP ADDENDUM # 2