COUNTY OF LOS ANGELES

DEPARTMENT OF PUBLIC WORKS

"To Enrich Lives Through Effective and Caring Service"

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ALHAMBRA, CALIFORNIA 91803-1331
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DONALD L. WOLFE, Director

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IN REPLY PLEASE
REFER TO FILE: AS-0

February 21, 2008

REQUESTS FOR PROPOSALS – ADDENDUM 1
A COMPREHENSIVE CUSTOMER INFORMATION SYSTEM SOLUTION (2008-IT020)

The following revisions and additions have made to the above-referenced Requests for Proposals (RFP). (Please note that **bold** text has been added and any text that has a ~~strikethrough~~ has been deleted from the RFP.)

1.   Form PW-14, Proposal Compliance Form, Item 8,has been revised (in bold) to read:

8.	Proposer provides a solution that utilizes ~~Graphical and~~ Browser User Interfaces **(Graphical User Interface acceptable for Power Users and Administrators).**		

Use new Form PW-14.1 provided as Attachment 1 (also provided via download and CD-Rom)

ftp://dpwftp.co.la.ca.us/solicitationdocuments/formpw141.xls

2.   Form PW-16, Target Technical Architecture, Client User Interface tab, has been revised (in bold) to read:

Client User Interface	Browser ~~Based~~ **(GUI acceptable for Power Users and Administrators).**	███████████		

Use new Form PW-16.1 provided as Attachment 2 (also provided via download and CD-Rom)

ftp://dpwftp.co.la.ca.us/solicitationdocuments/formpw161.xls

3.   Part I, Section 2.A, Item 6.e, Technical Solution, Client Environment and Connectivity (page 1.16), has been revised (in bold) to read:

The ~~client user interface must be browser based~~ **solution must utilize browser user interface (Graphical User Interface acceptable for Power Users and Administrators)**. The Proposer must identify the types of

browsers supported and any software configurations, one-time downloads, or plug-ins required, along with the minimum hardware requirements.

4.   Part I, Section 2.A, Item 6.e, Technical Solution, Table 1.1, Target Technical Architecture (page 1.17), has been revised (in bold) to read:

Table 1.1
Target Technical Architecture

Color coding indicates which architectures will be considered:				Yes
Server Hardware Platform	Super Server	PC/File Server Intel	Smart Client	
Server Operating System	UNIX	Widows 2003		
Computing Environment	Two Tier	Multi-Tier		
Database Environment	ORACLE	MS SQL Server		
Client User Interface	Browser Based (GUI acceptable for Power Users and Administrators).			
Application Code	.NET	JAVA	Other	
Development Environment	Case Tool Based	Development Workbench	Data Dictionary	Other
Application Approach	Only Configure	Essential Modifications	Modifications Based on Requirements	
Ongoing Support	Third Party – Enhance	Vendor - Releases	In house – Enhance	Other
Ongoing Operation	In house	Other		
Middleware	IBM Websphere	Other		
Report Writer	Cognos	Other		

Please be reminded that the Mandatory Proposers' Conference is scheduled for Thursday, February 28, 2008, at 10 a.m. and the deadline to submit bids is Thursday, March 13, 2008, at 5:30 p.m.

If you have questions concerning the above information, please contact Ms. Lorena Calderon at (626) 458-4169, Monday through Thursday, 7 a.m. to 5:30 p.m.

Please note that if it is discovered that a Proposer contacted and received material from any County personnel, other than Ms. Calderon, regarding this solicitation, the County, in its sole determination, may disqualify their proposal from further consideration.

Very truly yours,

DONALD L. WOLFE
Director of Public Works

GHAYANE ZAKARIAN, Chief
Administrative Services Division

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PROPOSAL COMPLIANCE FORM

In order to be considered as a qualified vendor, proposers must be able to respond affirmatively to **all** statements. Indicate whether your company has the **capability** and is **willing** to conform to the following statements:

		YES	NO
1.	The solution can support high transaction volumes and accommodate a <u>minimum</u> of 100,000 unique active customer accounts and 500,000 historical accounts. The Proposer must provide customer references that demonstrate these performance benchmarks.		
2.	The proposed project manager assigned to oversee the implementation of the CIS must have a minimum of three (3) years experience with implementation of the proposed solution, including one year with the current version.		
3.	Proposer provides a seamless, bi-directional, real-time interface to DPW's Maintenance Management System (MMS) – MAXIMO 4i Rel. 4.1 for work/service orders and asset management.		
4.	Proposer provides a seamless, bi-directional interface to Los Angeles County's Financial Accounting System – eCAPS		
5.	Proposer provides a product solution that will promote implementation of a product with **no code modifications** except if it is required due to a regulation or due to an important business process that cannot be modified to conform to the CIS process. With the exception of required interfaces, WWD will not accept a custom developed solution. The solution must meet WWD's needs through configuration of the COTS solution.		
6.	Proposer provides a solution that natively supports ORACLE, SQL Server, and Open Database Connectivity (ODBC), and is optimized for various platforms such as HP Unix or Windows.		
7.	The proposed product must provide a product data model and data dictionary.		
8.	Proposer provides a solution that utilizes Browser User Interface **(Graphical User Interface acceptable for Power Users and Administrators).**		
9.	This Proposal includes an overview of integration with all identified integration points, especially with DPW's current financial system and Asset / Maintenance Management System.		

I do hereby certify, represent, and warrant that all of the information provided above, to the best of my knowledge, is true and accurate as of the date of proposal submission.

Signature	Title
Firm Name	Date

Target Technical Architecture

	Enter your responses in the boxes to the right of the architectural item in question.					Is the Architecture Supported? Yes or No	What Architecture does your Solution natively support?
Server Hardware Platform	Super Server	PC/File Server Intel	Smart Client				
Server Operating System	UNIX	Windows 2003					
Computing Environment	Two Tier	Multi-Tier					
Database Environment	ORACLE	MS SQL server					
Client User Interface	Browser Based (GUI acceptable for Power Users and Administrators).						
Application Code	.NET	JAVA	Other				
Development Environment	Case Tool Based	Development Workbench	Data Dictionary	Other			
Application Approach	Only Configure	Essential Modifications	Modifications Based on Requirements				
Ongoing Support	Third Party – Enhance	Vendor - Releases	In house – Enhance	Other			
Ongoing Operation	In house		Other				
Middleware	IBM Websphere		Other				
Report Writer	Cognos		Other				