



COUNTY OF LOS ANGELES

DEPARTMENT OF PUBLIC WORKS

"To Enrich Lives Through Effective and Caring Service"

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March 6, 2008

IN REPLY PLEASE
REFER TO FILE: **AS-0**

REQUEST FOR PROPOSALS – ADDENDUM 2 COMPREHENSIVE CUSTOMER INFORMATION SYSTEM SOLUTION (2008-IT020)

Thank you for attending our mandatory Proposers' Conference for Comprehensive Customer Information System (CIS) Solution (2008-IT020) held on Thursday, February 28, 2008. The following are revisions to the Request for Proposals (RFP) as well as clarifications and responses to questions raised. (Please note that **bold** text has been added and any text that has a ~~strikethrough~~ has been deleted from the RFP.)

The deadline to submit proposals has been extended to **Thursday, March 20, 2008, by 5:30 p.m.**

REVISIONS

1. Part I, Section 2.A.6.e, Technical Solution, under Relational Database Management System (RDBMS) Software (page 1.16) is amended to read:

~~Public Works is requiring the Proposer to coordinate and be responsible for the setup and installation of the RDBMS software, including third party software and all subcontractors.~~ **Public Works will be responsible for acquiring the necessary RDMS licenses and the installation will be performed by Public Works with assistance from the Contractor's DBA.**

2. Part 1, Section 2.A.7, Financial Statements (page 1.18) is amended to read:

Financial records will not be held confidential unless they are properly designated as trade secrets in accordance with Part I, ~~Section 3.M,~~ Section 3.L, Disclosure of Contents of Proposals. ~~Experience/Service/Support.~~

3. Form PW-2 (Schedule of Prices) Section A. Required Tasks, Item Number 13 is amended to read:

13.	Production Go Live and Product Stabilization	lump sum	\$
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4. Exhibit B, Statement of Work, Section 1 (Overview), subsection 1.1, Project Schedule (page B-2) is amended to read:

The Contractor shall prepare the proposed project schedule in Primavera Project Planner P3 Version 3.1 **or Microsoft Project if the Contractor can provide a comprehensive schedule that shows the resources needed for each activity and project role within the project team. The Contractor must be able to produce a report that shows the resources over the entire project timeline with granularity to the resource unit level (individual).**

5. Exhibit B, Statement of Work, Section 2 (Task Descriptions), under Task 1 Deliverables 4 (page B-8) is amended to read:

- Detailed Implementation Schedule in Primavera Project Planner P3 Version 3.1 **or Microsoft Project**; and

6. Exhibit B, Statement of Work, Section 2 (Task Descriptions), under Task 6 Deliverables 2 (page B-12) is amended to read:

- Two successful data conversions will be required **utilizing billing data from all Waterworks Districts and Marina del Rey Water System (approximately 65,000 accounts).**

7. Exhibit B, Statement of Work, Section 2 (Task Descriptions), under Task 13, Production Go-Live paragraph (page B-18) is amended to read:

Production Go-live. This Work focuses on executing the Go-Live plan/schedule, which moves Public Works from the legacy billing system to operation of the new CIS solution. This production Go-Live will occur over a long 3-day weekend **as agreed to by Public Works and the Contractor.** and Contractor must be onsite. The Contractor must obtain formal sign-off from Public Works prior to scheduling go-live activities.

This task will be divided into two phases by Public Works: 1) Waterworks District No. 40, Region 34 (approximately 7,000 customers) accounts shall be cutover to the CIS and billed for 30 days. Bills produced from the CIS

shall be compared to mock bills produced by the existing system; then
2) The rest of the accounts shall be cutover to the CIS if no severity one or two errors occur in phase 1 and billing accuracy is validated. If severity one or two errors occur, Public Works may delay the start of phase 2 until these errors are fixed by the Contractor to the satisfaction of Public Works. The 120-day Product Stabilization Period will begin after successful Go-live date of phase 2.

8. Exhibit B, Statement of Work, Section 2 (Task Descriptions), Task 4, Complete Technical Training (page B-9), is amended to add the following paragraph:

The Contractor shall provide end-user training for all 26 primary users (2 technical support staff, 24 functional users) and one fiscal/credit and collections staff. Four of the primary users shall receive additional training to be capable of training the other users. The remaining users will be trained using train-the-trainer method.

9. Exhibit B, Statement of Work, Section 2 (Task Descriptions), Task 11, Complete Functional Training (page B-17), is amended to add the following bullet statement:

- Contractor shall provide end-user training for all 26 primary users (2 technical support staff, 24 functional users) and one fiscal/credit and collections staff. Four of the primary users shall receive additional training to be capable of training the other users. The remaining users will be trained using train-the-trainer method.**

CLARIFICATIONS

1. Current Version Definition – Part I, Section 4.C (Initial Review), Item No. 7, the definition of "current version" is defined as major version release, e.g, 1x, 2x, 3x, etc.
2. Vendor Profile – Part I, Section 4.D.4 (Vendor Profile) describes the evaluation criteria to be used for this section of the proposal. To clarify, the Proposer must submit the financials of the prime Contractor (see Financial Statements under Part I, Section 2.A.7). Financials for other partners/subcontractors will not be accepted for evaluation. As stated in Part I, Section 4.C, Proposers that submit a proposal utilizing a system integrator (SI) or other subcontractor must also submit experience information and reference information separately for each SI or subcontractor that will be performing the implementation services. The

experience and reference information of each SI or subcontractor must meet or exceed the minimum requirements described in Part I, Section 4.C. The experience of both the prime Contractor and subcontractors will be evaluated. The software vendor must submit the service and support information. Both the software vendor and SI (if used) must submit a minimum of three references each for projects completed within past five years.

3. Bill Printing – The Contractor will be responsible to design and provide an electronic bill print extract file for third-party bill printing and mailing. The Contractor will be responsible for the design of the bill presentation in a format approved by Public Works. The CIS must also be able to provide bill print on demand for individual bills sent to a local printer for issuance at the public counter.
4. Confidential Information – The Proposer's rights and limitations on the Proposer's rights to confidentiality in its proposal documents are explained in Part I, Section 3.L, Disclosure of Contents of Proposals. Public Works reserves the right to demand legal authority and factual information supporting claims of confidentiality. Public Works will treat client lists and enterprise relationship diagrams (ERDs) as confidential if the documents are marked in accordance with Section 3.L.

QUESTIONS

1. **Question:** How were the initial cost estimates for the project derived?

Response: The cost estimates were derived by using historical costs for implementation services provided to similar size utilities. \$1.45 M is the cost for the implementation services only. Licenses, hardware, and maintenance costs are not included in this estimate.

2. **Question:** Can you provide a timeline of your selection process? We need an estimated project start date to put together a project timeline once the selection is complete.

Response: Proposers are required to provide a project schedule with no specific start date. See Form PW-13. We are expecting to award this Contract before June 30, 2008, with a start date approximately within a month of award.

3. **Question:** UNIX is listed as a standard, any particular variants of UNIX?

Response: HP-UX v11.23

4. **Question:** Can you provide the RFP in MS Word format?

Response: Part I of the RFP and Exhibit B, Statement of Work will be provided as Word documents via e-mail to all who attend the Proposers' Conference.

5. **Question:** What version of Cognos are you using and how many licenses do you own?

Response: Cognos 8.3. Public Works will separately purchase additional Cognos licenses, if needed.

6. **Question:** Can you describe the make-up of the County implementation team?

Response: As stated in Part I, Section 2.A.5.a (page 1.13), the Proposers should assume that Public Works will supply one full time project manager, one customer service representative subject matter expert, and one IT systems analyst.

7. **Question:** Please confirm that there are 76 total users (26 primary, 23 secondary and 27 casual users)

Response: Yes. We expect the Contractor to provide end-user training for the 26 primary users (two technical support staff, 24 functional users) and one fiscal/credit and collections staff. Four of the primary users will receive additional training to be capable of training the other users. The remaining users will be trained using train-the-trainer method.

8. **Question:** How many IVR connections will you need?

Response: The Proposers should provide their recommendations.

9. **Question:** How many IWR connections will you need?

Response: The Proposers should provide their recommendations.

10. **Question:** Within the hardware quote will you need a UPS?

Response: No UPS will be needed (entire data center is on UPS).

11. **Question:** Will the server be rack or tower mounted? What is the manufacturer and model? Will you require a quote for a keyboard and mouse?

Response: Server will be rack mounted. They are Dell servers and models are determined by hardware specifications and requirements. No quote for keyboard or mouse will be needed.

12. **Question:** Part 1, Section A.1, Objective and Scope (page 1.1) I can't tell if the services listed in this paragraph are required in this installation, or on their "wish" list.

Response: Page 1.1 is describing the deficiencies of our existing WBS system. The Proposer should read the RFP and Scope of Work (SOW) to understand the services we are requesting.

13. **Question:** Form PW-11 (Transmittal form to request an RFP solicitation requirements review). Why is this being requested as part of the response? Shouldn't this just be available if the vendor doesn't make the short list and wants to protest?

Response: Form PW-11 is to be used by Proposers if they object to the requirements of the RFP before proposals are due. There is no need to submit this form if the Proposer is not objecting to the requirements in the RFP.

14. **Question:** The information in the SOW of Exhibit B will be used to develop the Implementation plan. Is a completed SOW being requested in the response?

Response: The SOW is provided in the RFP. The Proposers should provide proposals that address how they would accomplish the SOW.

15. **Question:** Section 5.0 Work Plan > a. Project Approach > Reference to Exhibit B (SOW) – Does the county want the response to be structured/formatted similar to the SOW?

Response: Any clear, well-organized format is acceptable. Substantive content will be evaluated with format being considered only to the extent it helps or hinders the understanding of the substantive content.

16. **Question:** Sample Subcontract (Exhibit H): Please confirm that if no subcontractor is used, this is not required.

Response: Correct.

17. **Question:** Letter of Credit (Exhibit I). What are the requirements for the letter of credit? I find no mention in the RFP. What is required for the response?

Response: Public Works financial policy RP 77 explains this and a sample was provided at conference. A letter of credit is one of the alternatives if audited financials are not available (see Part I, Section 2.A.7).

18. **Question:** Items to track and report (Exhibit O). Is this the list of reports that LA County is looking for?

Response: Correct.

19. **Question:** Form PW-13 represents the payment schedule LA County built. Can this be changed? Some tasks are not listed.

Response: Nothing should be missing. The Detailed Pricing sheets should be mapped to the tasks. Project Management is included separately below this task list.

20. **Question:** Based on the way the RFP is structured, it appears that an ASP model may be desired. Can the County clarify if this is their intent?

Response: No, the County is not looking for an Application Service Provider (ASP).

21. **Question:** Exhibit B. SOW, Section 1.4 – Data Conversion. Please clarify the need for three years of DPW data to be converted. What are the business drivers and regulatory requirements that mandate three years of history?

Response: As stated in the RFP, three years of historical data is to be converted.

22. **Question:** Exhibit B. SOW Section 2. – "Task 2 - Complete Technology Installation (including all necessary hardware for testing, training, development, and production)." Typically, the software vendor and system integrator will provide Hardware, Operating System, and Database System requirements and estimated cost. The client usually procures and installs these items in accordance with their technology standards and negotiated purchase agreements. This section of the SOW seems to conflict with Part I, Section 2.A.6.e, requirements which states the Proposer will supply the configuration and specifications.

Response: Proposer shall supply configuration, specification, and pricing. Public Works may elect to purchase the hardware separately. Public Works will acquire licenses and install the O/S. The database installation will be performed by Public Works with assistance from the Contractor's DBA.

23. **Question:** The County mentions 65,000 accounts, can the County please identify the breakdown of those customer accounts by the categories mentioned in the RFP, residential, commercial, industrial, etc.

Response: The approximate breakdown is: 95%-residential, 2% commercial; 1% government; 1% irrigation; <1% industrial.

24. **Question:** There are a couple requirements on the Inventory Tab in excel spreadsheet, such as numbers 900 Meter Based Billing Activities that involve field meter personnel, what is the break-down the County's meter readers and field personnel? And do any of them currently utilize mobile devices, such as smart phones or ruggedized laptops?

Response: There are approximately seven full-time meter readers (two for South Maintenance and five for North Maintenance). Currently none of the meter readers carry laptops or smart phones. Several areas have automated meter reading (AMR) equipment installed.

25. **Question:** What is the County's position on work being performed off-site for this project, including US and off-shore? Would the County provide secure remote access to the County's network and system environments needed to perform the work?

Response: As stated in the RFP, if the Contractor feels that a certain phase of the project can be effectively performed without their representative on-site that

should be indicated in their project plan with an explanation. Public Works in the past have provided VPN access to contractors.

26. **Question:** Would it be acceptable to bid a client-server-based GUI for all users? All maintenance, patch, and update activity for our application is centrally applied on the file server. Nothing would be stored locally on, nor applied to, the users' desktops.

Response: As stated in the RFP, GUI is acceptable for Power Users and Administrators. Power Users and Administrators are equivalent to the Primary Users referenced in Exhibit K.

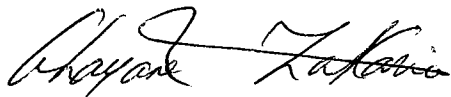
It is to your benefit to fully review and understand the revisions that have been made to the RFP. Sealed proposals must be submitted to the Public Works Cashier by the above-mentioned deadline.

If you have questions concerning the above information, please contact Ms. Lorena Calderon at (626) 458-4169, Monday through Thursday, 7 a.m. to 5:45 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,

DEAN D. EFSTATHIOU
Acting Director of Public Works



GHAYANE ZAKARIAN, Chief
Administrative Services Division