

**Oracle's Peoplesoft Enterprise Application Data Archiving Solution**

**RFP 854 - Verification of Availability**

Find attached the “**Scopes of Work**” and “**Special Requirements**” for an upcoming **Request For Proposals (RFP)**. Please review to determine if you would be able to **satisfy the requirements** (as applicable), and **interested in responding**; if so, please check the appropriate areas below and respond to this email confirming the same. Please pay “**CLOSE**” attention to the various sections and the “**SPECIAL & MINIMUM Requirements**”, being specified, and confirm your **ability** and **availability** to satisfy “**ALL**” sections/scopes.

See **Sections 2.1 – 2.8**; paying very close attention to all Sections listed, and the requirements of each. (While you are **not** proposing at this time, be mindful your response strongly influences SBD’s determination as it relates to a potential **SBE Measure**). So please be diligent in your review of the information and respond accordingly, based on your ability to meet **ALL** the applicable requirements.

**Are you able to satisfy the “Scopes of Services” as described (Section 2.1 & 2.2), as a? (See attached)**

**A. Prime (meeting all the scopes and minimum requirements) -**  
YES  NO

**Or**

**B. Sub-consultant (satisfying some of the scopes of services) –**  
YES  NO

**Are you able to satisfy the “Requirements” as described in “Current Environment (Section 2.3)? (See attached)**

**A. Data Environment “A” - YES  NO**

**B. Application Environment “B” - YES  NO**

**Will you be able to meet the requirements as it relates to the “Description of Software to be Provided” of (Section 2.4)? (See attached)**

YES  NO

**Will you be able to provide the “Maintenance Services” required under this RFP (Section 2.5)? (See attached)**

YES  NO

**Will you be able to satisfy the “Training Services” required under this RFP (Section 2.6)? (See attached)**

YES  NO

**Will you be able to provide the “Technical Support Services” required under this RFP (Section 2.7)? (See attached)**

YES  NO

Will you be able to satisfy the "Implementation Services" required under this RFP (Section 2.8)? (See attached)

YES \_ NO \_

Do you have prior experience consistent with the requirements of this RFP?

YES \_ NO \_

**Please provide three (3) references consistent with the attached "Scopes of Services" (either as a Prime or as a Sub)**

I am "NOT" interested in this solicitation.

Name of Firm: \_\_\_\_\_ SBE Exp. Date: \_\_\_\_\_

Owner's Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Contact #: \_\_\_\_\_

Please respond by **2:00pm, Wednesday September 11, 2013** – (Providing References)

Any questions, feel free to contact me at the number below.

(Respond to the "Verification" whether you are interested or not (choosing "Yes" or "No" as applicable); this helps SBD in the determination of measures).

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action, decision or recommendation which foreseeably will be heard or reviewed by the County Commission or a County board or committee.

## **1.7 Collusion**

In accordance with Section 2-8.1.1 of the Code of Miami-Dade County, where two (2) or more related parties, as defined herein, each submit a proposal for any contract, such proposals shall be presumed to be collusive. The foregoing presumption may be rebutted by the presentation of evidence as to the extent of ownership, control and management of such related parties in preparation and submittal of such proposals. Related parties shall mean Proposer or the principals thereof which have a direct or indirect ownership interest in another Proposer for the same contract or in which a parent company or the principals thereof of one Proposer have a direct or indirect ownership interest in another Proposer for the same contract. Proposals found to be collusive shall be rejected. Proposers who have been found to have engaged in collusion may be considered non-responsible, and may be suspended or debarred, and any contract resulting from collusive bidding may be terminated for default.

## **2.0 SCOPE OF SERVICES**

### **2.1 INTRODUCTION**

Miami-Dade County, hereinafter referred to as the "County," as represented by the Miami-Dade County Information Technology Department, hereinafter referred to as "ITD," is soliciting proposals for a turnkey, County-hosted Data Archiving Solution (Solution) for the County's implementation of the Oracle's PeopleSoft Enterprise Resource Planning (ERP) Application. It is anticipated that the proposed Solution will initially be implemented for the purpose of archiving data currently housed in the Human Capital Management (HCM) and Financial/Supply Chain Applications contained within ERP.

The HCM Application currently contains in excess of 500 gigabytes of data and the Financial Application contains in excess of 400 gigabytes of data. The selected Proposer shall be responsible for providing perpetual software licenses, training and implementation services as well as ongoing support and maintenance for the proposed Solution. The proposed Solution should be certified to operate on current and future releases of Oracle's PeopleSoft software. The selected Proposer should be certified on IBM hardware to ensure the needed level of expertise for Solution implementation and ongoing support.

### **2.2 BACKGROUND**

The County currently uses Oracle's PeopleSoft Enterprise Resource Planning (ERP) Application to meet various operational needs within the County, including HCM and Financial/Supply Chain Applications (Applications). There is currently no systematic solution in place to archive and catalogue the data generated by ERP. The Financial/Supply Chain Application is utilized primarily by the Miami-Dade Water and Sewer (WASD) and Aviation (MDAD) Departments. In the future, the Financial/Supply Chain Application, as well as other ERP components, may be expanded to additional County departments; therefore, the proposed Solution must be scalable in order to accommodate future archiving initiatives to be completed at the sole discretion of the County.

### **2.3 CURRENT ENVIRONMENT**

#### **A) Data Environment**

The Applications run on IBM p6 Eclipses p695 using AIX 6.1, on Oracle Database Enterprise Edition 11g for the Financial Application. The County maintains data from the Applications on Tier 1 Storage Area Network (SAN) storage media. Tier 1 SAN storage is housed on IBM AIX platform with uptime of 99.999% with high duty cycle and performance disk drives. In the future, data may reside on Tier 2 SAN storage housed on Solaris, Linux, and Microsoft platforms with uptime of 99.99% with medium to high duty cycle and performance disk drives or Tier 3 SAN storage housed on a Microsoft platform

with 99.9% uptime and low to medium duty cycle and performance disk drives. Additionally, data that is not essential for real time/prompt retrieval may be archived on tape.

**B) Application Environment**

Miami-Dade County is currently licensed for the following Applications:

1. Enterprise Financial/Supply Chain Application Version 9.1 includes the following modules:

- Asset Management
- Billing
- Budgeting
- Cash Management
- Commitment Control
- Contracts
- Deal Management
- Expenses
- eProcurement
- General Ledger
- Grants
- Inventory
- Payables
- Program Management
- Project Costing
- Purchasing
- Receivables
- Strategic Sourcing

2. Enterprise HCM Application Version 8.9 being upgraded to 9.1 includes the following modules:

- Human Capital Management (HCM)
- Payroll for North America
- Talent Acquisition / Candidate Gateway
- Time and Labor
- Absence Management
- Discipline / Grievance Tracking
- Workforce Management
- Compensation
- Workforce Learning (eLearning)
- ePerformance
- Profiles

**2.4 DESCRIPTION OF SOFTWARE TO BE PROVIDED**

The proposed Solution should include a turnkey, County-hosted software system that is capable of archiving County data from Oracle's PeopleSoft Enterprise Applications that includes archiving, cataloging, and data restore functionality as well as the capability to analyze data and ensure eligibility prior to archiving. The proposed Solution may be used for archiving data from all Applications set forth in Section 2.3, Item B. The proposed Solution must be compatible with current and future versions of the Applications in use at the County as well as capable of interfacing directly through the Applications to accommodate the use of role-based access.

The proposed Solution should include perpetual software licenses to accommodate up to 50 Solution users that complete archiving activities, including business analysts, technical staff and application owners as well as provide an unlimited number of users with the ability to view archived data separately or when merged with production data. All third party software licenses that may be required to access third party applications are to be included with the proposed Solution. The County will not purchase separate software licenses for third party applications which are integrated into the proposed Solution. In the event that the proposed Solution requires third party software licenses in order to meet the technical and functional requirements of this solicitation, during contract negotiations, the County reserves the right to leverage software license agreements that may be in place between any proposed third party software copyright holder and the entities included as "users" for this solicitation, with the objective of reducing software acquisition and/or maintenance costs.

#### **2.4.1 General Technical Requirements/Services**

Proposers are required to complete the General Technical Requirements/Services table outlined in the Proposer Information Section, Item No. 17 indicating whether the proposed Solution meets, does not meet, or requires customization to meet the outlined requirements.

The proposed Solution shall be capable of operating within the County's Technology Model as outlined in Attachment 1 and meeting the County's Hosting Requirements as outlined in Attachment 2.

#### **2.5 MAINTENANCE SERVICES TO BE PROVIDED**

The proposed Solution must be of the most recent release and the selected Proposer shall provide maintenance services for the proposed Solution throughout the term of the contract. These services shall include updates and upgrades to the Solution to maintain compatibility with future County hardware and software infrastructure. Upgrades should be provided within 6 months of release at no additional cost to the County and should include any re-architecture or implementation cost associated with the support of the new release. Maintenance Services shall include corrections of any substantial defects, fixes of any minor bugs, and fixes due to any conflicts with mandatory operating system security patches as well as upgrades to new version releases. All environments, production and non-production, including testing and staging shall also be covered under Maintenance Services. Maintenance Services may be provided via remote services to County servers either by Citrix SSL VPN, Encrypted Connection, or dedicated IP address. Access to such remote services will require prior approval from the County. Proposers should provide a detailed description of Maintenance Services to be provided in Item No. 22 of the Proposer Information Section.

#### **2.6 TRAINING SERVICES TO BE PROVIDED**

The selected Proposer shall provide on-site training on the proposed Solution using a train the trainer approach for a minimum of 50 users, to include 10 business analysts, 25 developers, 5 security staff, 5 database administrators, and 5 application owners. Additional training should be made available via on-line videos, web seminars or other resources on an ongoing basis throughout the term of the contract awarded as a result of this solicitation. Such resources may be made available via the existing Oracle User Productivity Kit (UPK). Proposers should provide a detailed description of training services to be provided in Item No. 21 of the Proposer Information Section.

#### **2.7 TECHNICAL SUPPORT SERVICES TO BE PROVIDED**

The County's preferred escalation process for technical support services is outlined below:

Severity	Definition	Response Time	Resolution Time	Status Frequency Update
1=Critical	A major component of the System is in a non-responsive state and severely affects Users' productivity or operations.  A high impact problem which affects the Users.	One (1) Hour	Four (4) Hours	One (1) Hour
2=Urgent	Any component failure or loss of functionality not covered in Severity 1, which is hindering operations, such as, but not limited to: excessively slow response time; functionality degradation; error messages; backup problems; or issues affecting the use of a module or the data.	Two (2) Hours	Eight (8) Hours	Two (2) Hours
3=Important	Lesser issues, questions, or items that minimally impact the work flow or require a work around.	Four (4) hours	Seventy-two (72) Hours	Four (4) Hours
4=Minor	Issues, questions, or items that don't impact the work flow.  Issues that can easily be scheduled such as an upgrade or patch.	Twenty-Four (24) hours	One (1) Month for an acceptable work around until final resolution	Weekly Status Call

The selected Proposer should have a live support help desk available on a toll free basis for Monday through Friday between the hours 7:00 AM to 7:00 PM Eastern Standard Time to assist the County with technical support issues. The selected Proposer should also make live support available 24 hours per day, 7 days per week to address Critical issues or scheduled activities. Proposers should provide a detailed description of technical support services to be provided in Item No. 24 of the Proposer Information Section.

**2.8 IMPLEMENTATION SERVICES TO BE PROVIDED**

The selected Proposer shall be responsible for providing on-site installation and configuration services for the Solution. The selected Proposer shall be responsible for testing the Solution and insuring proper functionality prior to launching the Solution in the production environment. Implementation must be inclusive of services for the HCM component, services for WASD on the Financial Application and services for MDAD on the Financial Application.

An additional phase may include future expansion as ERP is implemented throughout the County. Such expansion may be incorporated into future scopes of services. It is anticipated that appropriate knowledge transfer efforts and training will be completed during each track. Proposers should provide a detailed description of implementation services and timeline in Item Nos. 18 and 19 of the Proposer Information Section.

**Please provide three client references below:**

**Project Title:**

**Client Name:**

**Contact Number:**

**Scope Description:**

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**Client Name:**

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