

1. What are the expected support windows? Are there needs outside of standard business hours? **The scope of services for each support activity would be negotiated prior to preparing a Purchase Order for the activities, at that time it would be determined if after hours support is required for that activity.**
2. Are you comfortable with remote North America based functional support teams? If 24x7 technical support is needed are you comfortable with offshore support teams? **It is anticipated that remote/offsite resources would be used with web meetings and conference calls. Minimal on-site meetings could be necessary for some support. Offshore resources are not under consideration.**
3. Can you share any ticket history that would represent historical demand by functional area? **We have onsite staff that typically deal with the day to day issues, this contract would be used to supplement our current resources/staff for activities on an as needed basis, it is not for day to day support.**
4. Do you leverage ESS/MSS or any other portal application currently? **No, not at this time.**
5. Would you expect to use this contract as a vehicle to explore HANA strategies in preparation of support ending for ECC? **The county is aware of the end of support for ECC 6.0 and will be looking at upgrade options. It is anticipated that this support contract will be used to supplement our current resources, and mentor/assist our staff, not to actually implement major full scale projects.**
6. What is the expected volume of HCM support work by sub-module? Is the support primarily focused on cyclical activities such as Open Enrollment, Year-End and Performance Mgmt. or are there frequent tickets for HCM support? **We have onsite staff that typically deal with the day to day issues and cyclical activities, this contract would be used to supplement our current resources/staff for activities on an as needed basis, it is not for day to day support.**
7. You mention the County spent \$300,000 on the previous contract of this nature (spanning four years). Does this amount relate to support or projects? If both can you estimate spend between the two? **This contract was not used for day to day issues related to support, we have onsite staff that typically deals with that type of work. It is used to supplement our current staff on what we consider mini projects or items that we do not have the knowledge or time to implement. A scope of services for each support activity would be negotiated prior to preparing a Purchase Order for the activities.**
8. Page 19 requests Financial References. Please let us know if a reference from our CPA and bank are valid to cover this requirement. **We prefer for you to submit a copy of your latest financial statement as requested in the RFP.**
9. Our CFO will send our financial statements separate of the RFP via email. Who is the correct contact to send them to? **Please forward the information to Sue.Barbiretti@collierclerk.com please indicated RFP 2018-002 SAP Consulting Services Financial Statements in the subject of the email.**