

1. Please specify whether travel costs would be covered? The table asks for the hourly rate. But does not specify for travel costs (time and expenses model). Or would you prefer the hourly rate to also include any travel costs? **Travel costs would be reimbursed in accordance with Florida Statute Chapter 112.061, Per Diem and Travel Expenses for Public Officers, employees and authorized persons.**
2. On site versus outsource model: Would you expect the resources to be onsite through out the term? Some of the work can be outsourced (to India or Mexico based on your preference) and can potentially reduce the overall costs with guaranteed SLA's in place **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. Do you want these services to be provided 24x7 or just during regular business hours? Some of the work (mainly Basis) need to be done during the weekends. Will there be a different payment schedules based on non-working 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.**
4. Work permits and Visa requirements: Do you prefer the consultants to be US Citizen/Permanent residents? Would you accept consultants that are on H1-B work permits? **We prefer consultants to be US Citizen/Permanent residents, but may consider a H1-B work permit on a case by case basis.**
5. Clarification required for "Provide the number of projects over the last five (5) years in S4/Hana"? S4/HANA has not been around for 5 years. **Five years was used to be consistent with the other questions in the RFP, we did not want any consultants to include projects that were completed prior to the 5 year mark.** Also, your current SAP environment (from what was specified in the RFP) does not have S4/HANA. **That is correct, we do not currently have an onsite S4/HANA environment, our invoice approval process is completed with a hosted S4/HANA environment.** Will the County be planning on upgrading to S4HANA in the near future (within the first 3 year contract period)? **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, not to actually implement major full scale projects.** Because the resources that have S4/HAN skills are lot more expensive than typical Basis consultants.