



Administrative Office of the Courts

Operations Division

Questions/Responses No. 7 to the Request for Proposals (RFP) K20-0002-29

Ladies and Gentlemen:

The following questions for the above referenced RFP were received by e-mail and are answered and posted for all prospective Offerors. The statements and interpretations contained in the following responses to questions are not binding on the Maryland Judiciary unless the RFP is expressly amended. Nothing in the Maryland Judiciary's response to these questions is to be construed as agreement to or acceptance by the Maryland Judiciary of any statement or interpretation on the part of the Offeror asking the question.

38. Question: As per RFP, in year 2018 HCM Support team resolved 519 service tickets whereas Fin/SCM Support team resolved 752 helpdesk tickets.

Please provide the number of tickets in 2018 that was resolved by the HCM team, the FSCM team, and the administrator separately and categorized into brackets of helpdesk, service desk and any other category that is applicable. It would further be effective to provide ticket distributions across Application Modules, priorities, severity etc. This would help the team to realistically estimate the effort needed to support the application.

Response: FSCM: 54% OTC, 19%PTP, 26% Security, 1%other, HCM: 40%- Inquiry, 37%- Human Resources, 20%- new request, 2%- software, 1%- other

39. Question: RFP mentions 2 tier of support. It seems these are as following.

- Tier 1 - Helpdesk Support
- Tier 2 - Service Support

Is this understanding correct? Are there any other support tiers as well? Please let us know names, scope and applicability of all support tiers.

Response: There are only 2 support level currently in use for HCM and FSCM.

40. Question: Please let us know number of non-production instances in FSCM and HRMS application. Does AOC maintain Disaster recovery environment? If yes, do we need to include that in scope?

Response: The number of non-production Financial databases is based on the application environment times the number of environment types: Demo, Dev, Test, QA, Training, and Production = about 6 total databases

The number of non-production HR databases: demo, dev, test, uat, training and production environments. Average = 3 application environments (portal, hr, and elm) times 6 environments (demo,dev..) = about 18 databases.

Disaster recovery not included in the scope of the RFP.

41. Question: Please share number of web server, application server, data base server and process schedulers for production and non-production environments.

Response:

FSCM

Prod – 2 Web Servers, 2 Application Servers, 2 PSUNX Process Schedulers, 1 PSNT Process Scheduler, 2 Database Nodes

Dev – 1 Web Server, 1 Application Server, 1 PSUNX Process Scheduler, 1 PSNT Process Scheduler, 2 Database Nodes

Test – 2 Web Servers, 2 Application Servers, 2 PSUNX Process Schedulers, 1 PSNT Process Scheduler, 2 Database Nodes

QA – 2 Web Servers, 2 Application Servers, 2 PSUNX Process Schedulers, 1 PSNT Process Scheduler, 2 Database Nodes

TRN – 2 Web Servers, 2 Application Servers, 2 PSUNX Process Schedulers, 1 PSNT Process Scheduler, 2 Database Nodes

Demo – 2 Web Servers, 2 Application Servers, 2 PSUNX Process Schedulers, 1 PSNT Process Scheduler, 2 Database Nodes

HCM

HR Prod - 2 Web Servers, 5 App servers, 2 Process schedulers, 2 databases

UAT - 2 Web servers, 6 Appservers (only 2 are running though), 2 process schedulers, 2 databases

TST - 1 Web server, 1 App Server, 1 process scheduler, 1 database

DEV - 1 Web server, 1 App Server, 1 Process Scheduler, 1 database

DMO - 1 Web, 1 App, 1 Process scheduler, 1 database

Elm

Prod - 2 Web Servers, 2 App servers, 2 Process schedulers, 2 databases

UAT - 2 Web servers, 2 Appservers (only 2 are running though), 2 process schedulers, 2 databases

TST - 1 Web server, 1 App Server, 1 process scheduler, 1 database

DEV - 1 Web server, 1 App Server, 1 Process Scheduler, 1 database

DMO - 1 Web, 1 App, 1 Process scheduler, 1 database

Portal

Prod - 2 Web Servers, 6 App servers, 2 Process schedulers, 2 databases

UAT - 2 Web servers, 6 Appservers (only 2 are running though), 2 process schedulers, 2 databases

TST - 1 Web server, 1 App Server, 1 process scheduler, 1 database

DMO - 1 Web, 1 App, 1 Process scheduler, 1 database

We also have 4 boxes for Elastic search, 2 for DEV/TST, one for UAT, and one for Prod.

42. Question: Please indicate if there are any peaks and troughs in the support and helpdesk tickets during certain period(s) of the year.

Response: Highs - FSCM – End/beginning of Fiscal Year, average the rest of the year.

Highs - HCM – Beginning of Fiscal Year and End/Beginning of Calendar Year, average the rest of the year.

43. Question: Kindly indicate the current support team size for HCM and FSCM.

Response: This information is not being provided.

44. Question: Section 2.2.1 Required Resources mentions that “The successful Offeror may change up to 10% of the proposed resources.” However, considering the time gap between the Bid Submission, Contract award and Contract start, 10% flexibility might not be sufficient. Please clarify if this limit can be increased and/or considered as best effort basis.

Response: See amendment 3

45. Question: On page 16 – Section 2.2.1.5 Project Manager, bullet point #8 “Perform duties as the backup PeopleSoft Security Administrator”. To find a Project Manager with Peoplesoft Security Administration experience is very slim. Would you consider a strong PM skill person without this skill?

Response: Yes. See amendment 3

46. Question: Will you consider remote work for any position?

Response: The preference is a resource that is on-site, but the AOC will consider a part-time remote support for the System Admin position only.

Issued by: Khrystine Bunche
Procurement Officer
February 15, 2019