

City and County of San Francisco

Sourcing Event ID 0000006259

Salesforce data migration and development maintenance and support

Responses to Submitted Questions

We have tried to answer all submitted questions as clearly as possible. If anything remains unclear, you may base your responses on your own suitable assumptions – make sure you are clear about the assumptions being made so reviewers understand the context.

Question 1

Are you looking for full-time, adhoc on as needed basis or a fixed number of hours on a monthly basis. Please let us know so we can provide the pricing accordingly.

Answer 1

The number of hours needed depends on the work to be done in each two-week sprint as determined prior to each sprint during sprint planning. To help with your submission, you can assume a mix of on-shore and off-shore work for an average of 300 hours/month.

Question 2

Can any International participants can take part in this RFP?

Answer 2

Anyone can participate keeping in mind that getting into contract with the City and County of San Francisco requires becoming a City Vendor and compliance with all City Vendor rules. For detailed information, please see:

[Becoming a City Vendor](#)

[Qualify to Do Business \(with the City\)](#)

Question 3

I was mainly seeking to understand the model being proposed, as it seemed to indicate that MOHCD would be the "conduit" for these services not just within MOHCD but for other City agencies as well.

Answer 3

The expectation for the work under this model is that it will focus on MOHCD's requirements and processes. The City includes language around the ability to share services with other departments in order to allow for flexibility if needed at a future time.

Question 4

Our company is privately held and our financial reporting details are confidential. Your solicitation acknowledges this scenario and offers a D&B report as an alternative. However,

D&B informs us the process would not be complete in time for the Dec 21st MOHCD response due date (more likely complete later in January). We ask if there can be an accommodation, such as (a) accepting a signed confidential statement attesting to a few key business profile and financial facts (such as headcount, revenue, debt); (b) obtaining confidential financial reporting details verbally during an interview stage (we can include our outside CPA/accountant and Chase business banker), or (c) delaying the D&B report requirement to a later date and only for 'short listed' proposers (based on stage 1 technical review).

Answer 4

In this scenario, submitting a signed confidential statement attesting to a few key business profile and financial facts is fine. Just explain the context in that section of the response.

Question 5

What type of company is this, is it in the real estate industry or property management?

Answer 5

The City and County of San Francisco is local government.

Question 6

What platform is the business currently using?

Answer 6

We are using Salesforce Service Cloud Lightning CRM – Unlimited Edition.

Question 7

Has a timeline been identified for the system implementation?

Answer 7

We are following an agile process with two-week sprints, so implementations are ongoing and based on current priorities established at sprint planning meetings.

Question 8

What type of continued support will be needed through the contract years (post-implementation)?

Answer 8

The types of continued support will vary and will include admin support, custom code upgrades, implementation changes based on Salesforce changes, and so on.

Question 9

The Salesforce features that will need to "preserved," are they already set up or do need assistance with these settings?

Answer 9

Most of these features are already set up, but we will re-assess on an ongoing basis.

Question 10

Who will be the POC for this project?

Answer 10

The Contract Administrator, as noted in the RFP, will be the POC for this project.

Question 11

Do you have an internal Salesforce team?

Answer 11

Yes.

Question 12

Is this RFP exclusive to technology marketplace? If so, which tier?

Answer 12

This RFP is not exclusive to the Technology Marketplace.

Question 13

The RFP mentions: "Support for continuing DAHLIA development, as needed." This site does not appear to be built on Salesforce. What platform/architecture is this built on and would the vendor be responsible for directly modifying this website?

What is the architecture that connects housing.sfgov.org to MOHCD's Salesforce org? For example: Is there a middleware in place? Is there any event driven architecture or use of a message bus? Is there a connected app?

Answer 13

To clarify, the support for DAHLIA development, as needed, mentioned here refers to Salesforce support. For the associated web app, we use connected apps, with a combination of a custom API written with Apex and the built-in Salesforce rest API. There is another team that handles web app design, development, and implementation in coordination with the Salesforce work.

Question 14

The RFP mentions Partner Community implementation. What Experience Site licenses are MOHCD currently using? Partner, Community Plus, Community? How many community users are there for each license type?

Answer 14

Our current setup for Community licensing is as follows:
Partner Community up to 400 lic (currently using 308)
Salesforce Platform Plus up to 105 lic (currently using 101)

Question 15

How many active users of MOHCD's salesforce org are there currently? How many are expected in 5 years?

Answer 15

There are 108 active MOHCD users. How many users we expect in 5 years depends on staffing numbers (all staff have Salesforce accounts) – for the purposes of this RFP, you can make an assumption of 130 staff users in 5 years.