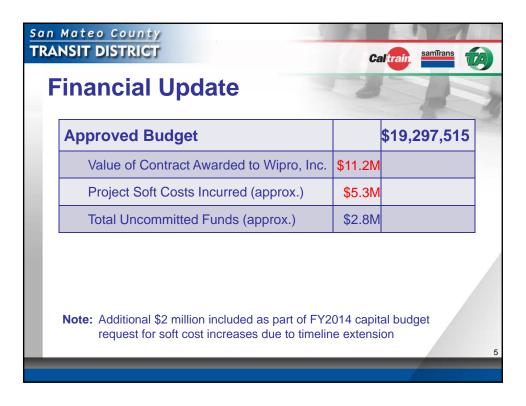




#### San Mateo County TRANSIT DISTRICT Caltrain **Program Overview** Implementation of PeopleSoft Applications with Strong Emphasis on - Cradle-to-Grave Business Process Re-engineering

- New modules such as Grants, Project Costing, Time and **Labor, Customer Contracts and Cash Management**
- Organizational Change Management
- Professional Training
- Functional Areas in Scope
  - Finance, Contracts and Procurement, Grants, Human Resources, Payroll and Budgets

San Mateo County TRANSIT DISTRICT **Program Status**  Contract Awarded to Wipro, Inc. on 1/12/11 Phase 1 Completed in December 2011 Phase 2a (Design and Build) is in progress - Program schedule re-baselined due to unavailability of contractor key resources - Current go-live date planned for 4/7/14 Phase 2b (Test, Train & Deliver) option exercised in June 2012 Hardware Support Service for BOP included as part of the contract in June 2012 - Data center, servers, operating systems, databases, backup & recovery and monitoring systems & tools





# San Mateo County TRANSIT DISTRICT







#### **Hosting and Application Support**

- The Board approved staff's request to solicit a proposal for the un-priced option
- Initial proposal submitted in January 2012
  - Fully vetted by the BOP project team and the IT Department
  - Negotiated by the BOP PMO
  - Staff concluded Wipro proposal significantly less risky and less expensive than the in-house model
- Wipro responded to the District's comments and submitted a final proposal in April 2013

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## TRANSIT DISTRICT







### **Scope of Services**

- Infrastructure Hosting Services:
  - Data Centers (Kings Mountain, NC and Tempe, AZ)
  - 24X7 Physical and Data Security
  - Hardware, Operating Systems, Databases and Monitoring Systems
  - Backup and Disaster Recovery Services
  - Service Level Agreement for System Availability (99.6%)
- Infrastructure Support
- Application Support
- Integrated Helpdesk for Infrastructure and Applications

В

