

## **QUESTIONS AND ANSWERS**

**As of June 20, 2012**

### **BELOW ARE QUESTIONS AND ANSWERS RELATED TO THE REQUEST FOR PROPOSAL Provide Technical Support for PeopleSoft FSCM version 8.4**

**Q1. Will there be any preference given to firms certified as a small, minority owned business? Specifically, a firm certified in Virginia?**

**A1.** Regarding preferences; ESD adheres to the provisions of the Executive Law Article 15-A and is committed to provide opportunities for certified MWBEs to have maximum feasible participation in the performance of ESD contracts. Certified MWBE status is not a component of the selection criteria outlined in Section VIII of the RFP, and therefore will not be considered in the scoring of responsive proposals. Regarding the certification aspect of the question; We do not honor any certification other than ESDC's MWBE certification

**Q2. Will ESD accept proposals from firms out of state? Subcontractors out of state?**

**A2.** Yes

**Q3. Is this a new project or replacing a pre-existing vendor?**

**A3.** The purpose of this RFP is not to replace an existing vendor.

**Q4. Could you provide us with ESD's current IT vendor list so we may identify potential partners you already work with?**

**A4.** No

**Q5. The RFP calls out a Schedule A though no schedule A was attached. Would you please forward a copy of to me?**

**A5.** There is a link to get Schedule A on the RFP web page. May have to zoom out on the web page to see it. For your convenience it is: [Schedule A](#)

**Q6. There are 2 due dates listed:**

**a. Section IV states the due date is June 27 and questions are due June 18.**

**b. Section VI states the due date is June 25 and questions are due June 15.**

**Would you please confirm the correct dates?**

**A6.** You are correct. This was a typo. We will be posting an addendum . The dates are as follows:

Release of RFP: June 6, 2012

Deadline for Questions: June 18, 2012 (5:30 PM EST)

Questions and Answers will be released no later than: June 20, 2012

Deadline for Submission: June 27, 2012 (12 PM EST)

**Q7. Are there specific requirements that this bid must meet in terms of M/WBE participation? If so, what percentages or other goals is the RFP requiring?**

**A7.** YES. The Minority & Women Business Enterprise (“M/WBE”) participation goal for this RFP is 30%. The goal as stated in the original RFP is incorrect and mistakenly excluded WBE participation. This error was corrected and the correct information reported on Addendum #2. The selected vendor may utilize any combination of Minority Owned Businesses (“MBEs”) and Women Owned Businesses (“WBEs”) to meet the aforementioned M/WBE participation goal.

**Q8. What documentation do you require of M/WBE certification?**

**A8.** Proof of certification must be in the form of a valid letter of certification or a current and valid certificate showing the company’s current status. Current certifications can and should also be verified using ESD’s online directory, which can be found at: <http://esd.ny.gov/MWBE/directorySearch.html>

**Q9. How many resources NYS EDC is expecting to be working on this initiative?**

**A9.** We have not specified any minimum resource commitments in the RFP – however, when evaluating the responses I would expect at least an account manager, a functional expert & a technical expert to be available at any time.

**Q10. Is this a staff augmentation initiative?**

**A10.** No. We are looking for a complete support package as per the requirements set forth in the RFP.

**Q11. It is expected that 24X7 technical support be provided. Will the billing on a Time and Materials or Fixed Cost basis?**

**A11.** 24X7 Fixed Cost.

**Q12. Is there a incumbent firm already on board supporting this initiative?**

**A12.** Yes we currently have support – no other details available.

**Q13. Please provide us with the complete and detailed RFP.**

**A13.** The RFP is on the website <http://esd.ny.gov/CorporateInformation/RFPs.html>

**Q14. How many employees does the system handle?**

**A14.** We currently have 100+ users on the system.

**Q15. How many functions does the system handle?**

**A15.** The system only handles Financials.

**Q16. What is the required support team size?**

**A16.** At least 1 account manager, 1 functional expert and 1 technical expert.

**Q17. What is the level of System documentation available for current customizations?**

**A17.** Some but not many customizations.

**Q18. What are the documentation standards for future customizations?**

**A18.** Customizations are documented using MS Office apps (word, excel) in a structured file system and also in internal ticketing system (within the PeopleSoft app).

**Q19. What are the Escalation procedures in place?**

**A19.** When a problem is reported, first we attempt to correct it internally. If unable, it is send reported to 3rd party support.

**Q20. Are all the escalation points identified and documented?**

**A20.** Incidents fall into following categories: General Question, Problem - Production not impacted, Problem - Production impacted, Critical - production impacted.

**Q21. What are the established project turn-over procedures?**

**A21.** Assuming project means incident, no formal turnover procedures except that initial response to the incident reported is within time frame specified on RFP. ESD will apply fix defined by 3<sup>rd</sup> party support.

**Q22. Documentation expectation for issue resolutions?**

**A22.** Same as our internal ticketing documentation. Description of Problem, Problem detail, resolution, contacts and dates.

**Q23. Number of resources required on-site?**

**A23.** No 3rd party resources required on site.

**Q24. Number of resources off-site?**

**A24.** At least 1 Account Manager, 1 Technical expert and 1 Functional Expert.

**Q25. Work Timing**

**A25.** As the RFP specifies, we require 24/7 coverage. In reality, most incidents require attention during ESD's normal MIS business hours (8am-6:30pm EST). If an incident is considered, by ESD, to be severe and needs quick resolution, we expect support beyond that time frame

**Q26. Number of shifts to be worked on-site?**

**A26.** n/a

**Q27. Number of shifts to be worked off-site?**

**A27.** n/a

**Q28. Number of RF Id's for remote operations?**

**A28.** We do not require remote operations

**Q29. Number of interfaces?**

**A29.** None

**Q30. Number of customizations?**

**A30.** Number not available. Not too many.

**Q31. Number of Custom reports?**

**A31.** 100+-. All working without incident.

**Q32. Number of issues per day?**

**A32.** Less than 1

**Q33. Current Internal Production support team size?**

**A33.** 1 Manager/Technical Support and Primary Contact, 1 Security Administrator. Functional users may be part of it if necessary but will never initiate a contact.

**Q34. What is the proposed team composition?**

**A34.** At least 1 account manager, 1 functional expert and 1 technical expert.

**Q35. What is the proposed team structure?**

**A35**The Account Manager will serve as the first contact from ESD. The Account Manager will coordinate the incident/ ticket with the Technical and Functional experts. The Account Manager will respond to the MIS contact at ESD.

**Q36. What are the proposed changes from the current PPS team composition, structure or operations?**

**A36.** None

**Q37. What is the level of documentation available?**

**A37.** PeopleBooks, incident documentation.

**Q38. What is the project turn-over timing? One week? One month?**

**A38.** n/a

**Q39. Team size and skill levels.**

**A39.** n/a

**Q40. Volume of external issues (Due to external interfaces or data synchronization errors)?**

**A40.** None

**Q41 Volume of internal issues (Internal system and processing errors)?**

**A41.** light

**Q42. Can you please describe in detail how your system is supported today, and by whom?**

**A42.** Re How: We use 3rd Party Support. Re Who: n/a

**Q43. Generally, is the objective of the project to have a vendor provide a hosting solution, technical administration of the system, managed application services, or all of these?**

**A43.** The objective here is to provide technical support to our application to resolve a technical problem which can't be corrected internally.

**Q44. Is it possible to provide the majority of the services remotely?**

**A44.** While it is possible to provide remote services, in practice this is not the case and not necessary.

**Q45. Can you please provide specific details on the current environment, i.e. hardware and other infrastructure, number of instances, number of users, a listing of software modules installed, storage requirements, etc.?**

**A45.** The following is all system details that will be provided

All Servers - Windows Server 2003 Enterprise SP2

Prod and Dev set up same way:

1 App server each

1 MS SQL DB Server each

1 Web Server each

About 100+ users

**Q46. Is there any requirement for a Disaster Recovery (DR) solution, and if so what are the RTO and RPO?**

**A46.** There is no requirement to provide a disaster recovery solution as a part of this RFP.

**Q47. Is there a requirement for a help desk to support users with "how to" questions?**

**A47.** The purpose is not to answer functional questions. Support is primarily for technical problems requiring quick solutions.

**Q48. How many job title and resources are required for People Soft FSCM Project?**

**A48.** We require at least 1 Account Manager, 1 Technical Expert and 1 Functional Expert

**Q49. Will this project be awarded to one consulting company only or can it be awarded to multiple companies?**

**A49.** One

**Q50. To bid for this project, does the consulting company need to obtain all insurance requirement prior submitting or can it be obtained after the bid has been awarded?**

**A50.** It can be obtained upon initial award of the contract.

**Q51. What does the annual fee mean? Does it mean the consulting cost for providing resources?**

**A51.** The Annual Fee is the Annual Contract Amount.

**Q52 Can the consulting company provide the rate card (all inclusive) instead of proposing a fixed cost?**

**A52.** The responses should be fixed cost for the required services.

**Q53. In the required information where it says about the "Deal Management".**

**A53.** Not clear what the question is. Deal Management is extensively used by ESD. In our experience, we have found that support for this is not as common as some of the other modules.

**Q54. Do we need to submit the Tax returns along with the proposal?**

**A54.** It is not required as per initial RFP. If we require anything further later on in the process, we will request it.

**Q55. Please let me know if you have a monthly or annual budget set aside for the service being requested and what that amount is?**

**A55.** Budget TBD at a later date.

**Q56. Please provide an overview of your current technical support process and whether some or all of these services are currently provided by a 3rd party or internally? Are these services provided onsite, remote or offshore?**

**A56.** User reports a problem . We attempt to correct it internally. If it can't be corrected internally, we contact 3rd party support by email.

**Q57. What is the current number of PeopleSoft users along with concurrent users?**

**A57.** The system has 100+ active users.

**Q58. Can you please provide a breakdown of your PeopleSoft user base:**

**Self-Service Users:**

**Casual Users:**

**Power Users:**

**A58.** No designated power users. Of the active users, about 65 functional users with various levels of expertise.

**Q59. Can you please provide the following for PeopleSoft:**

**Production Environment:**

**DB Server: Number of Servers, Make/Model, Server specs (CPU, Memory) OS, Database Type, Size and Version**

**Middle Tier/App Server: Number of Servers, Make/Model, Server specs (CPU, Memory) OS, Middleware version**

**Web Tier: Number of Servers, Make/Model, Server specs (CPU, Memory) OS**

**A59.** All Servers - Windows Server 2003 Enterprise SP2

Prod and Dev set up same way:

1 App server each

1 MS SQL DB Server each

1 Web Server each

That is all the information we are providing.

**Q60. Please provide a breakdown of your current support team members: management, functional and technical.**

**A60.** 1 Manager/Technical Support and Primary Contact, 1 Security Administrator

**Q61. Please provide the number of current tickets your support team handles on a weekly basis.**

**Please breakdown the ticket counts into the follow categories: Functional Setup, User**

**Functionality/Training, development, delivered functionality, technology, security, batch operations, performance.**

**A61.** All of our tickets deal with problems/incidents in the system or support for enhancements.

**Q62. Do you currently use any ticketing system for maintenance and support? Please specify details of the system used and volumes of tickets by functional area today.**

**A62.** Ticketing system internal in PeopleSoft which lists issue, contacts, resolution and dates pertaining to these points. ESD would prefer the support provider to have a WEB based incident/ticket tracking system that ESD will have access to in order to keep track of issues and resolutions. No information on volume of tickets by functional area is available.

**Q63. Please outline the level of functional services you are requesting Dell to provide, if any. If you are not requesting functional service, please describe how functional support is performed to support the end users currently.**

**A63.** ESD does not require functional services. We require service for technical problem resolution where it cannot be solved in-house. We do expect a functional expert be available to assist with incident determination.

**Q64. Please clarify the types of additional assistance expected related to technical and application upgrades.**

**A64.** Additional assistance could include things such as modifying configuration files or reinstalling on new hardware as current hardware ages out.

**Q65. Please provide the normal business hours for service and describe the peak hours for service will be during these business hours in terms of number of tickets. Please outline volume of tickets that are expected during outside of normal business hours and describe the desired level of 24/7 support needed. Please describe any peak business cycles where additional support may be needed (i.e. calendar year end, fiscal year end, etc.)**

**A65.** See below:

Re Volume: In the past year, we do not generate more than one or two tickets a month and most of the time it is handled internally.

Re Normal Business & Peak Hours: 8am – 6:30pm est.

Re Additional Support Periods: Other Than 1099 updates between January and March, we don't anticipate the need for additional support.

**Q66. Please describe how you currently process 1099 updates and who performs these updates? Please outline if there are any other Tax updates performed throughout the system each year, how these are performed and who performs these updates.**

**A66.** We process 1099 reporting only, we DO NOT collect taxes. We are notified of changes in fields or layout 1099 Misc and 1099 Grant forms as well as corresponding code changes to accommodate the changes to those forms and participating states. All done in-house.

**Q67. Please outline your long term strategy for financial systems going forward including whether or not you plan to upgrade/re-implement to the latest version of PeopleSoft or replace PeopleSoft with another solution and how when you plan to complete.**

**A67.** Currently, there is no plan to upgrade to the latest version of PeopleSoft.

**Q68. Please let us know if you are still paying for Oracle Extended Support or not and let us know when you let it lapse.**

**A68.** We do not use Oracle Extended Support.

**Q69. Is there an existing knowledge base that can be shared with Dell that contains: Operational run books, Business Process Documents, Technical Design Documents, Detailed information on Customizations, Configuration Documents, User Procedure Manuals, Testing Results and Test scripts?**

**A69.** No. ESD expects that 3<sup>rd</sup> Party Support will have their own Technical Documentation. The other documentation mentioned is not necessary for 3<sup>rd</sup> Party Support.

**Q70. How many customizations exist in PeopleSoft (including interfaces, reports, on-line objects, etc.)? Please organize these by module. Do you have any custom Cobol modules? Can you provide a recent listing/documentation of RICE objects?**

**A70.** We have customizations to Pages, PeopleCode, Reports, User Defined Tables. We also have Custom Crystal Reports and Queries built using PeopleSoft Tools Details are not available.

**Q71. Is Nvision reporting support needed?**

**A71.** Yes

**Q72. Are there any scripts in use today (i.e. korn shell, CRON, PL/SQL)? Any custom database triggers?**

**A72.** No

**Q73. What is the anticipated %growth in the ERP system user population/year?**

**A73.** No formal anticipated growth but it would most likely be very low.

**Q74. What is your month end close timeline? What is your quarterly, semi-annual, annual, bi-annual and fiscal year timelines? Are there any other peak periods that result in longer than normal processing time and effort?**

**A74.** Information not available but it has not been a factor for 3rd party support for technical issues.

**Q75. While performing a review of the RFP, we noticed that the due date for questions on Page 3 – Key Events section indicates that questions are due on June 18th. We also noticed that on page 5, second paragraph, the RFP indicates that questions are due on June 15th. Please clarify when questions are due so that we can provide our questions within the appropriate timeframe**

**A75.** See addendum 1 to RFP. <http://www.esd.ny.gov/CorporateInformation/RFPs.html>

**Q76. Please provide further information on why the Deal Management module was specifically called out as required.**

**A76.** Deal Management is extensively used by ESD. In our experience, we have found that support for this is not as common as some of the other modules.

**q77. The RFP states: Following final selection of a Consultant, ESD will prepare a contract defining all project terms and conditions and the selected Consultant's responsibilities in conformance with**

"Schedule A" which can be found at: <http://esd.ny.gov/CorporateInformation/RFPs.html>. There is no Schedule A that can be identified as applicable to this RFP at this site. Can ESD provide?

There are no terms and conditions accompanying the RFP. Will Schedule A contain those terms?

The RFP states: Respondents should note that all clarifications, including those related to the terms and conditions of the contract are to be resolved prior to the submission of a proposal. Answers to all questions of a substantive nature will be given to all recipients of this RFP by June 19, 2012 in the form of a formal addendum posted on ESD's website.

Given that the terms and conditions are not available to vendors via the information provided in the RFP, will ESD extend the time for submitting clarifications of terms? How does ESD propose that a vendor submit clarifications/exceptions to the terms prior to bid submission?

**A77.** If you have trouble viewing the "Required Forms for Vendors" in your browser, try zooming out to 75%. Its towards the bottom of the page.

**Q78.** Please provide a list and description of each business processes by application module that you will be in scope for the support.

**A78.** A list is not available but is not necessary for the purposes of 3rd Party Support for technical issues.

**Q79.** We are trying to determine whether to Prime or Sub but have no idea who the participants are. Typically there is a Pre-Bid conference which precedes a bid due date in which we have an opportunity to communicate with perspective bidders and determine a course of action. Please provide information that may be of assistance to making our decision.

**A79.** No we are not providing that information. Also, if this is an MWBE, feel free to provide a proposal for review.