



ADDENDUM #3

November 30, 2021

RFP 7664822

TITLE: CLOUD ERP SERVICES FOR THE UNIVERSITY OF RHODE ISLAND

Submission Deadline: December 8, 2021 2:00 PM (Eastern Time)

**ATTACHED ARE THE VENDOR QUESTIONS WITH STATE RESPONSES,
NO FURTHER QUESTIONS WILL BE ANSWERED.**

Interested Parties should monitor this website on a regular basis, for any additional information that may be posted.

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Senior Buyer

The following are the questions received from vendors with State responses regarding RFP 7664822 Cloud ERP Services for the University of Rhode Island:

Vendor A

1. Would the University consider migrating to Oracle Cloud Compute E4 with flex shapes, based on (Vendor's) CPUs, which offer better performance at a lower cost?

Answer: Yes

2. If yes, would the University consider working with (Vendor) and their preferred cloud vendor(s) after the RFP award, to identify areas where we can improve performance and reduce infrastructure costs?

Answer: Yes

Vendor B

1. What is the main goal/ objective of migrating to the public cloud?

Answer: Main objective is for the PeopleSoft to be managed service, rather than one the University maintains itself. Secondly, that the systems will run in public cloud is motivated by an interest in reducing the footprint of the on-campus datacenter.

2. Is it possible to share existing network architecture?

Answer: Refer to RFP appendices.

3. Is it possible to share existing infrastructure architecture?

Answer: Refer to RFP appendices.

4. Is the current system physical or virtualized?

Answer: Virtualized

5. If Virtualized - which technology is utilized and what is the current version?

Answer: VMWare vSphere

6. Are the PeopleSoft database needs to be hosted on Oracle Database Cloud as Database as a Service (DBCS)?

Answer: No, not necessarily.

7. What is the total number of servers?

Answer: Refer to RFP Appendices.

8. How is the data being stored now? Via NAS storage?

Answer: Data is stored on attached disks and NAS storage.

9. How frequent would these data being access?

Answer: These systems are the University's Campus Solutions, Financials, and HR systems. The data of these systems are constantly accessed.

10. Is there any concern of storing the backups in other part of cloud?

Answer: No

11. Who are the users that will be accessing the data?

Answer: These systems are the University's Campus Solutions, Financials, and HR systems. They are accessed by all University staff, faculty, students, and IT staff.

Answer AS: Mostly Students, Faculty and Staff

12. How many users will be accessing the data concurrently?

Answer: Refer to RFP Appendices.

13. Do you require a dedicated bandwidth connectivity that connects data from Public Cloud to on-premises Datacentre?

Answer: Yes

14. Do you require an assessment to be done to identify the dependencies between application and infrastructure to be migrated to the cloud?

Answer: Yes

15. Is there any third-party Integration Tools?

Answer: Yes, Informatica

16. Does the application need to be accessed from various countries/ just a single location?

Answer: Globally

17. Does the application collect/store/process any "regulated" or "sensitive" personal information?

Answer: Yes

18. Are you aware of any licensing constraints for the application to run on Public Cloud?

Answer: No

19. Is there any 3rd party application dependency?

Answer: Informatica

20. Are you using LDAP, SSO configuration? If any, please share details?

Answer: Currently no. In the future, we want PeopleSoft to be tied to our SSO. Our SSO is backed by Azure AD, typically via SAML 2

21. Are we using any Load Balancer for Webserver LB? How many web domains we have?

Answer: See RFP appendices.

22. Do we have any performance bottleneck/Delay in current architecture?

Answer: Inability to scale up and down with demand. Long turnarounds for producing dev/testing environments from copying production during high peak usage like registration and grading

23. What is the DB backup retention period details?

Answer: Daily, keep 7.

24. Is Disaster Recovery configured? If yes, please which type of sync options is configured? (Regular/schedule sync)

Answer: Partially. Disks are covered by backup agent, daily keep 30. Databases are covered by backups to OCI, daily keep 7.

25. Do we need to setup existing DNS configuration in cloud environment?

Answer: Yes

26. Are there any third-party applications configured? If yes, please share those details?

Answer: Informatica agent is an application/server that integrates connectivity and operations to do with our PeopleSoft databases, network drives, third-party SFTP, third-party API, etc.

27. Do we have any shared file systems? If any, please share details?

Answer: Yes, samba share

28. Does application data needed to be encrypted at rest and or in transit?

Answer: Yes, we would like it encrypted at rest and in transit, required for both.

29. Does all the three domains are integrated with each other? If yes, please suggest which type of approach is used for this integration? (API, IB or File Based)

Answer: Integration Broker

30. Does the environments are integrated with any third-party application? If yes, please suggest which approach is used for this integration? (API or File Based)

Answer: We integrate with many other applications. Mostly file based data transfer (ex. csv files).

31. Are they using any active directory, if yes which active directory is in use?

Answer: No.

32. What is the expected Budget for this project?

Answer: Cannot answer this question

33. Are the resources expected to work onsite and/or is Remote work fine?

Answer: Remote is fine.

Vendor C

1. Does URI currently have a partner assisting with this cloud migration effort? If so, who is that partner and how long have they been assisting?

Answer: No

2. Has URI experienced any issues or complications thus far in the migration efforts that were not resolved?

Answer: Yes, sign out issues hanging in Development, Production has not been migrated.

3. To confirm, URI would like a listing of expected OCI resources that will be needed to support URI PeopleSoft environments, but no pricing?

Answer: Yes, list OCI resources, to the level of detail where we can determine the infrastructure cost ourselves. Any costs listed by the vendor must be confined to non-infrastructure costs.

4. Does URI have a target SLA for application availability once a highly available architecture is deployed?

Answer: Not specifically, but probably 99.5%+ uptime, excluding any necessary scheduled outages.

5. Regarding the 1,440 PeopleSoft HCM modifications, please provide a high-level breakdown of how many of these modifications are online objects, interfaces, reports, and bolt-on vs. delivered modifications.

Answer: Refer to RFP Appendices.

6. Regarding the 27,877 PeopleSoft modifications in Campus, please provide a high-level breakdown of how many of these modifications are online objects, interfaces, reports, and bolt-on vs. delivered modifications.

Answer: Refer to RFP Appendices.

7. Of the 11,348 PeopleSoft modifications in Financials, please provide a high-level breakdown of how many of these modifications are online objects, interfaces, reports, and bolt-on vs. delivered modifications.

Answer: Refer to RFP Appendices.

8. What are your current challenges and pain points with respect to applying PUMs and keeping current?

Answer: Mostly resources needed in all areas for implementing and testing

9. How often does URI expect to apply PUM images to each pillar? Quarterly, semi-annual, annual?

Answer: At the least annually possibly semiannually depending on the need from the functional offices

10. What information was provided to indicate all three PeopleSoft systems have been identified as end-of-life in 2030?

Answer from Oracle: To demonstrate our ongoing commitment to your business, we are announcing an extension through at least 2032 for our Oracle Applications Unlimited products: Oracle E-Business Suite, Hyperion, JD Edwards EnterpriseOne, **PeopleSoft**, and Siebel CRM. Doing so provides you with more than a decade of ongoing product development, new features, and innovations on the Continuous Innovation releases and continued Oracle Premier Support.

11. The RFP states refreshes for non-production databases revolve around regulatory updates and production issues. Approximately how often does URI require the refreshes to the non-production environments?

Answer: A minimum of once a month for QA and for DEV and FIX it will depend on what is happening with development, patches, and production issues.

12. The RFP states that URI uses Modo Labs instead of PeopleSoft Interaction Hub/Portal. Is Modo only used for Campus Solutions?

Answer: Campus Solutions

13. Does URI utilize Employee and Manager Self-Service?

Answer: Yes

14. How is Informatica utilized with PeopleSoft?

Answer: For integration with select/insert/update tables and files to/from PeopleSoft

15. Can you please explain your challenges and pain points relating to keeping up with regular maintenance, PeopleSoft maintenance, and Oracle Performance Tuning?

Answer: Mostly resources

The following questions were asked during the RFP process for a previous version of a Cloud ERP RFP. We would like to confirm the answers have not changed since that time.

1. Do you currently have Oracle Maintenance and support for PeopleSoft?

Answer: Yes

2. What DR requirements exist, i.e., distance between facilities? Equivalent production performance or degraded?

Answer: We do not have these codified. We need equivalent production performance, which is part of the reason for the cloud-focused nature of this RFP.

3. What is your backup data retention policy?

Answer: 60 days for disk, 30 days for database. Going forward, likely to change to, for both disk and db:

- for DR purposes, daily keep 7
- for referring to past data, monthly keep 3

4. Please describe your current change migration routine. How many production migrations do you perform on a monthly basis?

Answer: Change migration for application development is weekly, 2 days per week. App dev team migrates their projects.

5. Please describe any custom development and state the number of custom programs you have.

Answer: many customizations to pages, peoplecode, etc. Many bolt on processes, sqrs, plsql programs. Don't know the exact number.

6. How many break/fix requests are sent to the incumbent Managed Services provider each month?

Answer: We do not have an incumbent provider. This is currently managed by URI staff.

7. How many functional "how to" questions do you anticipate the Managed Services provider receiving?

Answer: None. Our distributed IT staff members field almost all of these types of questions, with the remaining few bounced up to central IT staff.

8. Approximately how many hours per month do you anticipate needing for additional development/report requests?

Answer: These will be handled by URI.

9. Do you have a current license for databases from either Oracle or MS SQL? If so, please describe.

Answer: We currently have an unlimited use license for Oracle.

10. Is the database license under the current maintenance agreement? Do you have software assurance if SQL Server? How is the database licensed (by user, by processor)? How many database licenses are owned?

Answer: Yes

11. What other applications are utilized?

Answer: A massively large list of applications is used by URI. The complete list would number more than 50. As is commonly the case with large universities, each department, college and functional unit has unique needs and applications.

12. Do all environments require encryption? Of all storage or DB only?

Answer: Yes. We would like all data encrypted in transit and at rest.

13. What are the entitlements of your database license and service agreement?

Answer: We have an unlimited use license for Oracle.

Vendor D

1. When is the pre-bid conference being held? Is attendance mandatory?

Answer: See page 1 of the RFP

2. Do we have to submit a formal intent to bid form? If so, where is that form available?

Answer: No

3. Section 1 Vendor Information Form - When does this have to be submitted? Should it be submitted along with the bidders' response or ahead of time?

Answer: See page 1 of the RFP and Section 8, page 21 of the RFP

4. I have registered at ridop.ri.gov. Should the proposal be submitted via that portal?

Answer: See Section 8, page 21 of the RFP