



Solicitation Information
November 7, 2018

Addendum #1

RFP# 7597593

TITLE: Oracle E-Business Support Services

Submission Deadline: November 29, 2018 at 2:00 PM (ET)

PLEASE NOTE:

The submission deadline has been extended from Monday, November 19, 2018 to Thursday, November 29, 2018 at 2:00 PM (ET), to allow vendors sufficient time to review the attached vendor questions and State responses.

Revised Appendices B and C are posted with this Addendum.

No further questions will be answered.

Gail Walsh
Chief Buyer

Vendor A

1. Can you please verify that the Affirmative Action Plan, Contract Compliance Report, and Certificate of Compliance mentioned on page 5 of the RFP are not due with the proposal, and are only required prior to issuance of a purchase order?

That is correct. These documents will be required of the successful respondent.

2. Is there an ideal ISBE utilization rate?

Please refer to 'Instructions and Notifications to Offerors', Section 12, for applicable laws and contact information.

3. If a vendor is an MBE would they be able to count themselves for the ISBE utilization? Or do the vendors have to be SBEs and certified by the State of RI for participation to count?

MBE vendors must be certified by the state of Rhode Island to count themselves. Please refer to 'Instructions and Notifications to Offerors', Section 12, for contact information.

4. Can you please clarify if 5 resumes are desired, or if vendors can submit anywhere from 3-5?

A Maximum of 5 resumes will be permitted. The bidder can submit anywhere from 3-5 resumes.

5. The RFP mentions three (3) Oracle Financials Technical Lead resources and the requirement to submit resumes for the same. However, the Cost proposal and other sections of the RFP requires Oracle Functional Lead resources and Application DBAs as well. Would you like to see resumes of Functional and DBAs as well, in addition to the three Technical Lead resumes?

It is not required to provide the other resources. However, we potentially may have a need to add other resources with the mentioned skill sets referenced in the SOW at the rates provided.

6. Can you please verify that only 1 CDR is required for the Technical Proposal, and 1 CDR is required for the Cost Proposal?

Only 1 CDR is required

7. Would thumb drives be allowed, in place of the CDRs?

No.

8. With items like Appendix B – References Questionnaire, Appendix C - Current Workload Vendor Client Information, 3-5 2-page resumes, and a discussion of qualifications and key differentiators required in the Technical Proposal, would the DOA/DOT consider extending the page limitation to 30 pages?

Yes, 30 pages will only be permitted to allow resumes/CV for identifying the Functional and Application Database Administrator Resources.

9. Is there an Incumbent?

There is no existing shared services contracts in place.

Who is the SI that did the prior upgrade to 12.2.x?

ADVIZEX TECHNOLOGIES LLC was the company who upgraded DOT to R12

10. For on-site support, is the DOA open to four (4) day, 10-hours per day work weeks?

No, but 40 hours a week will be permitted and the resources are required to be here for all 5 days.

11. Is there a U.S. Citizenship requirement for resources on-site? **No**

Vendor B

1. **As indicated on the Pg.#13 - SECTION 4: PROPOSAL (A). Technical Proposal, “Provide at maximum FIVE (5) staff resumes/CV for the Oracle Financials Technical Lead Resources”** – Please confirm do we have to submit 5 candidates for position titled: “Oracle Financials Technical Lead Resources” or a total of five resumes on three categories (Oracle Technical Lead Specialists, Oracle Functional Lead Specialists & Oracle EBS DBA Specialists).

Up to 5 resumes for the position titled Oracle Financials Technical Lead Resources

2. Can we get job description of all the three categories (ORACLE ERP/EBS IT MANAGED SERVICES - Oracle Technical Lead Specialists, Oracle Functional Lead Specialists & Oracle EBS DBA Specialists)

GENERAL JOB DESCRIPTIONS:

Oracle Financials Technical Lead Resources: Senior technical team lead with relevant experience to manage production support activities across several modules such as; Oracle General Ledger (including SLA), Oracle Purchasing, Oracle Accounts Payable, Oracle Accounts Receivable, Oracle Time and Labor, Oracle Grants, Oracle Inventory, Oracle iSupplier, Oracle Fixed Assets, and Oracle Human Resources. Including knowledge and Support in (App configuration, Issue resolution, ITIL/SDLC, working with all the stake holders) to help team members meet production support SLAs.

Oracle Functional Lead Specialists: The individual must have experience with implementing or supporting Oracle E-Business Suite. The individual will be responsible for providing functional support across several modules such as; Oracle General Ledger (including SLA), Oracle Purchasing, Oracle Accounts Payable, Oracle Accounts Receivable, Oracle Time and Labor, Oracle Grants, Oracle Inventory, Oracle iSupplier, Oracle Fixed Assets, and Oracle Human Resources. The services provided will be shared to support the Oracle Financial Systems at both The Department of Administration (“DOA”) and The Department of Transportation (“DOT”) and is expected to be the primary liaison between business and technical teams. This leader will be a finance thought partner in DOA and DOT transformation efforts through continuous improvement of business processes and focus on operational efficiencies.

Oracle EBS DBA Specialists: Individual is responsible for the application specific tasks pertaining to development and administration of the Oracle E-Business Suite (EBS) R12.2.x environment. The DBA is to participate in the ongoing maintenance, avoid failures, detection and repair of the Oracle database and e-Business Suite (EBS) applications environments in R12.2.x such as Oracle General Ledger (including SLA), Oracle Purchasing, Oracle Accounts Payable, Oracle Accounts Receivable, Oracle Time and Labor, Oracle Grants, Oracle Inventory, Oracle iSupplier, Oracle Fixed Assets, and Oracle Human Resources., along with Database Administration activities in a highly visible mission critical environments.

3. What is page limit for Technical proposal?

It is being increased from 20 to 30 Pages. The additional 10 pages is only permitted to allow resumes/CV for identifying the Functional and Application Database Administrator Resources.

Vendor C

- Would you be open to an alternative model of a managed service supported with a mix of remote and on-site resources as needed? **No**

Vendor D

Good morning, _____ has registered as a vendor of RIDOT. We are very much interested to participate in the bidding for **Oracle E-Business Suite services RFP# 7597593**, it has been mentioned as it's a Disk Based Bidding: (For RIDOT Quest Lite Bids Only), we are wondering how to proceed further since we don't have the **Quest Lite software**, so we request your kind suggestion on this. If you could mail us the software Disk it would be really grateful to you, expecting your reply for further proceeding.

This is not a Quest Lite bid. Any reference to Quest Lite for this solicitation is in error.

Vendor E

1. Who is the incumbent contractor providing these services currently?

See Vendor A, Question 9.

2. Is this a new RFP? **Yes**
3. Who is providing the current Oracle E-Business Support professional services for RIDOA DoIT?

Internal State staff along with MPA 230 vendors when needed.

Who is providing the current Oracle E-Business Support professional services for RIDOT DoIT?

Internal State staff along with MPA 230 vendors when needed.

4. Who implemented /upgraded the current Oracle R.12 financial system for DOA DoIT?

Internal State staff along with MPA 230 vendors when needed.

Vendor F

Question 1: Is it mandatory for the vendor to have an RI Certification for an MBE/ WBE/ others? **No.**

Question 2: If a vendor does not have either of these certifications, will the vendor be evaluated negatively? **No**

Question 3: Should the vendor be a RI registered company to bid on this opportunity? **No**

If not, how many points will the vendor be losing? **None. Bonus points for MBE participation are detailed in the RFP.**

Question 4: Should the vendor be an Oracle partner / reseller to bid on this opportunity? **No**

Question 5: In Section 5, Evaluation and Selection, It states, "Technical proposals must receive a minimum of 60 (70.0%) out of a maximum of 70 points to advance to the cost evaluation phase."

Can you please correct the points according to the 70%? There is an error in the calculation, we assume.

70% or maximum points 70 is 45 points and not 60. So, can the RI....correct this minimum evaluation points

This was stated in error. The minimum points are corrected to 56 points or a minimum of 80%.

Question 6: After reviewing the RFP doc, it seems like the requirement is huge and to augment the risk, can the Department make it a multiple award? **No**

Question 7: Department is seeking up to a maximum of 5 resumes. Can you please let us know if all the 5 resumes are for an Oracle Financials Lead or all the labor categories put together? Please confirm:

All 5 Resumes are for Oracle Financials Technical Lead Resources.

Question 8: In total, how many resources are estimated to be working on this Support Services for the duration of the contract? **3**

Question 9: Are all the resources required to be working for 1820 hours (full time) for the duration, please confirm. **Yes**

Question 10: Also, is 1820 hours considered to be full time or it is just those many hours are required per year per resource for the duration of the contract? **Full Time**

Question 11: It is govt. /industry standard to have either 2080 hours or 1920 hours, can you clarify on the 1820 hours?

State Employees work a minimum of 35 hours per week. However, we are updating the hours to 40hrs per week. Bids should be based on 40 hrs per week minus 10 state holidays. The bid should be based on 2000hrs. 2080hrs year minus 80hrs state holiday. Note, other time taken by employee such as vacation, sick, will not be allowed to be made up in other work weeks.

Question 12: Can the State provide the RIVIP form?

Vendors must be registered in Rhode Island Vendor Information Program (RIVIP) at below link:

<https://www.purchasing.ri.gov/RIVIP/VendorRegistration.aspx>

After registration, you will receive a vendor #, and you will have chosen a password. From our website, go to Vendor Center, then Vendor Login. Enter your vendor # and password, then access solicitation as usual. The RIVIP form will upload with the information you included when registering.

Question 13: Is there any budget allocated for this contract? **Yes**

Question 14: Is this opportunity set aside for small business?

This opportunity is open to all interested vendors.

Question 15: Are there any incumbent for this opportunity?

There is no shared services contract in place.

Question 16: All the attachments related to the Appendix mentioned in the documents (Appendix B – References Questionnaire, Appendix c - current workload vendor client information, Appendix D – Cost Proposal) are missing. Could you please provide those?

They are not missing. They are posted on our website with the RFP as downloadable .zip files.

Revised Appendices B and C are posted with this Addendum #1 as downloadable .zip files.

Vendor G

According to the RFP, “Client References: Provide a minimum of TWO (2) previous clients who are familiar with the services provided by your firm. Use APPENDIX B – REFERENCES QUESTIONNAIRE for all references. “

The body of the RFP doesn’t indicate that the client references need to be managed services. However, within Appendix B, it states: The selected VENDOR must provide a minimum of Two (2) previous clients in either private or public sectors where IT MANAGED SERVICES was provided.

“Current Workload: VENDORS are to include a current listing of at least THREE (3) IT MANAGED SERVICES CONTRACT contracted to perform similar in concept to the services requested in this RFP. Use APPENDIX C - CURRENT WORKLOAD VENDOR CLIENT INFORMATION.”

Response must include a current listing of ALL CONTRACTS contracted to perform similar in concept to the services requested.

If reading this in totality this suggests that we are to provide at least 3 clients that we are actively providing IT managed services and at least 2 prior IT managed services contracts for a total of 5 different IT managed services contracts. Is this correct? If no, please provide details to address the inconsistency.

**Revised Client References Appendix B requires a minimum of TWO (2) (attached)
Revised Current Workload Appendix C requires a minimum of THREE (3) IT MANAGED SERVICES CONTRACT (attached)**

Vendor H

1. Does the prime responding to this RFP have to be registered in the State of Rhode Island?

To submit a proposal, RIVIP registration is required. See Vendor F, Question 12 above. Registration with the Rhode Island Secretary of State will be required of the successful respondent.

2. Does the prime responding to this RFP have to be a registered MBE in Rhode Island for ISBE Participation? **Please see Vendor A, Question 3.**
3. Does the Affirmative Action Policy need to be submitted alongside the technical proposal as its own document?

Affirmative Action Policy may be submitted at time of award.

Vendor I

In reference to RFP# 7597593, Oracle E-Business Support Services, Section 3: SCOPE OF WORK AND REQUIREMENTS, is the only section that mentions "On-Site". Is the resources being On-Site, as definite hard requirement? **Yes**

Vendor J

Is this project new or are there incumbents providing the services? **New**
If a vendor does not have IT Managed Services references, does that disqualify them? **No**
If no IT Managed Services references, can the vendor provide IT Staff Augmentation references? **Yes**

Vendor K

1. Whether companies from Outside USA can apply for this? (like,from India or Canada) **Yes**
2. Whether we need to come over there for meetings? **Resources are required to be on-site**
3. Can we perform the tasks (related to RFP) outside USA? **No**
(like, from India or Canada)
4. Can we submit the proposals via email? **No. Instructions are included in the RFP.**