Solicitation Information
January 28, 2019

Addendum #1

RFP #7597711

TITLE: Rhode Island Enterprise Applications Strategic Plan

Submission Deadline: February 18, 2019 at 2:00 PM (ET)

PLEASE NOTE:
The submission deadline has been extended from February 4, 2019 to Monday, February 18, 2019 at 2:00 PM (ET).

Please be advised that an award for this RFP will NOT preclude a vendor from responding to subsequent bids that result from the work done on the contract. Information gathered from the award will be available to vendors in the next phase.

Attached are vendor questions with State responses. No further questions will be answered.

Gail Walsh
Chief Buyer

RFP #7597711 – RI Enterprise Applications Strategic Plan

Vendor A

1. If awarded this contract, would the chosen vendor be precluded from responding to subsequent bids that result from the work done on this contract?

   An award for this RFP will NOT preclude a vendor from responding to subsequent bids that result from the work done on the contract. Information gathered from the award will be available to vendors in the next phase.

2. Would the State be willing to extend the due date out two weeks?

   The State will be extending the due date by two weeks from February 4, 2019 to February 18, 2019.

3. Would the State be willing to extend the Q/A period out a week?

   The question and answer period will not be extended.

Vendor B

1. Whether companies from Outside USA can apply for this?
   (like,from India or Canada)

   Vendor must be legally registered to perform work in the USA and registered with the Division of Purchases as a vendor.

2. Whether we need to come over there for meetings?

   Though certain work may be done at vendor location, vendor will be expected to meet in person with state leadership and stakeholders throughout state government.

3. Can we perform the tasks (related to RFP) outside USA?
   (like, from India or Canada)

   Contract will be deliverables based. The vendor must be able to legally work in the USA and provide the deliverables according to the contract. This is not a time and materials contract. The vendor may have work done at other locations outside the USA, but will be required to be on onsite for a portion of the contract term.

4. Can we submit the proposals via email?
   Proposals must be submitted as stated in the RFP.

<u>Vendor C</u>
Could you share the list of state agencies included in the scope of this proposal?

This RFP is for the state's enterprise applications such as Financials, HR, Time and Labor, HCM. These applications affect all state agencies but are mostly administrated by the Department of Administration.

<u>Vendor D</u>
1. Have you contracted with individual(s) and/or consulting firm(s) in the past to provide consulting services (e.g., implementation, upgrades, audits, reviews, etc.) for the listed enterprise applications? If so, please identify them and the work that they performed for you.

   The state has not contracted in the past for a vendor to develop an enterprise strategic plan.

2. Do you have any consultants currently contracted to provide consulting services for the listed enterprise applications? If so, please identify them and the work they are performing, and indicate if they are excluded from bidding on this work effort.

   The state has contracted with a few technical consultants to support its current Oracle E-Business Suite on a short-term basis. The state is also in the process of awarding a contract for a longer term for this support. The RFP was issued and is currently under evaluation. Current vendors include NTT and Stonewall. Other vendors have also been awarded support contracts in the past.

3. In order to develop a strategy for you, we need to assess the current state of your systems. Do you anticipate us doing this, or do you have a current (or "as is") state already completed?

   We anticipate the vendor to assess the current state and incorporate the findings into the strategic plan.

4. You ask us to develop an implementation plan that includes possible vendors, costs, timelines, resources, etc., and to schedule product demos as necessary. Are you asking us to contact the vendors, or will your purchasing department do that? Please explain the interaction you envision between us, purchasing and vendors.

   We envision the vendor working with DOIT and the Division of Purchases to ensure that any contact with outside vendors is done in accordance with state rules and regulations. The intent of the product demos was for the state to understand what is in the market place. Demos don't necessarily translate to vendor demos but could be with other companies or government entities.

5. Is a parallel objective of this project to standardize policies and procedures across the various departments?

   No. That is not part of the scope.

6. Are union agreements within scope? Please explain.

   No. Union agreements are not part of scope.

7. Is the outsourcing of any of the applications, such as to Cloud or 3rd party providers, within scope? Please explain.

   We will be looking for the vendor to make recommendations in the strategic plan on how to address our enterprise needs. The vendor should consider all options.

8. What is your budget for this project?

   The state currently has a budget allocated to this project. However, depending on the responses, ETSS may request a modification to budget.

9. Does your contract with Oracle preclude us from researching other potential vendors?

   We are not aware of any contract language that would preclude the researching of other potential vendors.

10. What resources have you assembled or plan to assemble, such as an Executive/Steering Committee and an internal Project Team, to help the consultant with this work effort?

   The state will have internal resources from ETSS, Accounts and Control, HR and other key stakeholders assigned to the project.

11. What is your projected timeline for this consulting effort to be completed?

   The state is estimating approximately six months. However, the vendor may propose their own time line based on their experience.

12. Will this work be conducted at one location or many locations? If the answer is "many", please list the locations and anticipated work effort at each location.

   The work will primarily be done at the Department of Administration located in Providence, Rhode Island.

13. In our survey of potential vendors, are you looking for us to provide a "short list" of potential vendors?

    We are looking for the vendor to provide a list based on their evaluation of the current state of the state systems.

14. In our development of potential costs, will we be soliciting cost estimates from potential vendors or utilizing our experience to develop high-level cost estimates?

    The state will not be soliciting costs from vendors at this time. But rather other methods, including selected vendor experience in determining the high-level cost estimates.

15. Please confirm that this work effort is prior to a software search and selection effort. If not, please explain.

    This work is prior to a software search and selection effort. The strategic plan will provide a road map for the selection of vendors and software.

16. As payroll is in scope, and the RFP mentions a "bi-weekly" cycle, are we looking at the same payroll cycle for all departments, or are there differences among departments? Please explain the payment algorithm(s).

    All state agencies are paid on a bi-weekly basis.

17. Please provide a copy of the time and attendance policies that are within scope of this RFP.

    We do not believe the time and attendance policies are required at this time for the scope of this RFP.

18. Do you have functional requirements lists for the systems in scope? How current are they?

    We currently do not have the functional requirements and anticipate those requirements to be delivered in the actual system implementation at a later date.

Vendor E

1. Integration with the following applications is specified in the RFP: Retirement System – ERSRI, Third Party Benefits, Disability, Investment module, e-Procurement system. For each, please identify how long the system has been in use; if a vendor-provided or commercially available solution, what is the vendor and name of the product; and, if not yet implemented, what is the implementation timeline for the product?

   Interfaces with third party vendors (health benefits, disability, investments) are typically handled in house and custom written to transfer data to the vendors systems via secure file transfer. In some instances, files are uploaded to third party vendors via a web portal.

   For E-Procurement, the e-procurement vendor has supplied API's for data exchange.

2. What are the third-party business intelligence tools in use?

   There are several tools in place from vendors such as Microsoft, Oracle and Tableau.

3. What is the technical architecture used for the in-house developed systems used for internal service fund billings?

   The current system is a legacy application written in Informix 4gl.

4. What is the technical architecture used for the travel reimbursement system?

   The system is written in house using Microsoft .NET Visual Basic

5. When conducting the market scan, will the pool of vendors scanned be limited or restricted (perhaps to vendors with existing state contracts, GSA-approved vendors, consortia procurements, etc.)?

   The pool of vendors should not be limited. Though the vendors must have experience with organizations similar in size and scope.

6. If demos are deemed necessary, will the contracted vendor be allowed to schedule the demos or will there have to be a formal RFI process initiated by the state.

   We envision the vendor working with DOIT and purchasing to ensure that any contact with outside vendors is done in accordance with state rules and regulations. The intent of the product demos was for the state to understand what is in the market place. Demos don't necessarily translate to vendor demos but could be with other companies or government entities.

7. How many state staff will be expected to participate in the workshops and interview specified in the RFP?

   We anticipate stakeholders from the major departments. Be we do not have an exact number at this time.

8. Can the state provide clarification related to the formatting and page limitations provided on Page 15 of the proposal? Is the sample project plan included in the 50-page count or can the project plan be submitted in the appendices?

   The project plan may be submitted in the appendices.

9. What is the membership of the project governance committee? Could the State elaborate on the Core Team and the Executive Leadership team.

   The governance committee will include key stakeholders and top-level management within the state. The team will be finalized once the award is completed.

10. What is the projected number of concurrent users for the following systems/applications:
    o HRIS/HCM Enterprise System
    o Payroll Enterprise System
    o Enterprise Financial Applications

    The systems mentioned above are limited to HR, payroll and financial staff. Applications are not rolled out for all state employees. Example. Time and Attendance is entered centrally. One goal of the strategic plan is to provide a road map to allow the use of technology for more state employees and managers.

11. Can you outline the documentation available for review describing the current state of the systems, policies, and workflows under consideration?

    There will be limited documentation available. We will be able to provide specific details on the applications currently in place.

12. Can you provide some guidance as to the degree of participation state staff would prefer?

    Major stakeholders will be assigning staff to this effort. We expect participation from state staff to engage with the selected vendor on a regular basis.

<u>Vendor F</u>

1. Are vendors that perform this strategy work prohibited from performing any related downstream work?

> An award for this RFP will NOT preclude a vendor from responding to subsequent bids that result from the work done on the contract. Information gathered from the award will be available to vendors in the next phase.

2. What is the anticipated timeline for the performance of this strategy work?

> The state is estimating approximately six months. However, the vendor may propose their own time line based on their experience.

3. What resources would be provided by the State of Rhode Island to help support this strategy work?

> The state will have internal resources from ETSS, Accounts and Control, HR and other key stakeholders assigned to the project.

4. How many agencies or authorities will need to be included in the stakeholder assessment and in Target State Modernization workshops?

> The Department of Administration will be the main stakeholder. The Department of Administration will invite key financial and human resource staff throughout the state to participate in the workshops. The number of staff is yet to be determined.

5. Are the systems listed in RECAP and Priority 1 all of the financial and ancillary systems the vendor would need to review?

> Yes.

6. Can the State provide the types of documentation that they would be providing to the vendor for review as a part of this engagement?

> There will be limited documentation available. We will be able to provide specific details on the applications currently in place.

<u>Vendor G</u>

1. Are the HCM/HRIS and Payroll Systems home-grown, custom-developed systems or are they based on commercially available software?

   HCM/HRIS and Payroll systems are in house custom developed software.

2. Are the Oracle E-Business suite applications on their current versions?

   The Oracle E-Business suite is on version 12.1.3.

3. Are there any other legacy enterprise applications other than those listed in Exhibit 1 on page 12 of the RFP that should be in scope for purposes of this planning engagement?

   No.

4. What vendor solutions are used for each legacy application?

   Current legacy applications are supported by inhouse staff on mainframe technology.

5. Can we assume that the engagement involves the development of an inventory of high-level business needs but not detailed system requirements?

   We are looking for a strategic plan to address our future business needs. We are not looking for detailed system requirements for process re-engineering. We consider those tasks part of the system implementation at a future date.

6. Do you have an expected timeline for this project?

   The state is estimating approximately six months. However, the vendor may propose their own time line based on their past experience.

7. Are we to solution the assessment and strategy for all disciplines mentioned in the RFP regardless of their priority? If so, what is the purpose of priority characterization?

   The vendor is to make recommendations on all the disciplines. The purpose of the priority characterization is to highlight which systems the state considers most important and highest need from an enterprise view.

Vendor H

1. When would the state want to start and end the project?

   The state anticipates an award in March 2019. With a start date in April.

2. What state resources have been assigned to work with the consultants on the project? For example, who is the designated state project manager?

   The state will have internal resources from ETSS, Accounts and Control, HR and other key stakeholders assigned to the project. The state will also be assigning a project manager to the project.

3. Will the state take a role in assuring state subject matter experts are scheduled and available to participate in meetings, for example workshops?

   The state will make every effort to ensure the proper resources are assigned to this project.

4. Is there a preclusion on the vendor that wins this bid and conducts the work related to it from bidding on any related future RFP (e.g. an ERP implementation RFP)?

   An award for this RFP will NOT preclude a vendor from responding to subsequent bids that result from the work done on the contract. Information gathered from the award will be available to vendors in the next phase.

5. Are there particular requirements we need to meet prior Feb 4 in order to submit a proposal? For example, _____ is already a certified RIVIP vendor for the State; I think that's one requirement. If there are others, we would like to know; we want to ensure we're meeting all the prequalifying requirements.

   All requirements for submitting a proposal are contained within the RFP.

Vendor L

If the Department needs to replace any of the Enterprise Applications, will they be acquired using a public procurement method?

The department would acquire enterprise applications through a public procurement.

Is the Department able to provide a list of what vendor provides the current Enterprise Applications? What is the contract start and end date for each of those Applications?

The current major applications, HR/Payroll, were written by inhouse staff and supported by inhouse staff. For financials (GL/AP, etc), the state has an on-premise installation of Oracle which is on maintenance.

Will the future Time and Attendance System be an enterprise wide application? Will this replace the contract with Workforce Software that was awarded through RFP #7549216?

The current contract awarded through RFP #7549216 is no longer in effect. The future time and attendance will be an enterprise wide application.

Has the Cash Management System been acquired, yet? If not, when does the Department plan to procure and through what procurement method?

The Department of Administration does not currently own a cash management system. Treasury does have a cash Management system.

Will the Cash Management System be integrated with other enterprise financial applications? Or will the Cash Management System be stand-alone?

That has not been determined.

When does the Department anticipate the Strategic Plan to be completed? Will the Strategic Plan be available to the public?

The strategic plan is anticipated to be completed in calendar 2019. The strategic plan under certain circumstances will be available to the public. Information collected will also be available for future bidders on the implementation of the strategic plan.

Has the Department allocated any of the funding for the Enterprise Applications, yet? If so, through which source (budget, CIP, state/federal grant, etc.)? If no funding is secured, which sources will be sought and when? If utilizing a grant, would you be able to specify which one?

The state currently has a budget allocated to this project. However, depending on the responses, ETSS may request a modification to budget.

At this point, does the Department anticipate releasing a RFPs for these enterprise applications? If so, what applications and when?

The Department will issue RFPS for the enterprise applications after the strategic plan is delivered.

Who is the internal project manager overseeing the Enterprise Application Modernization?

The state will be assigning a PM through its internal PMO office.

Does the Department anticipate any professional or consulting services may be needed through separate procurements to accomplish this effort? (i.e. project planning/oversight, PM, QA, IV&V, staff augmentation, implementation services etc.)? If so, what services does the Department desire and how do they anticipate to procure?

The state may consider hiring a project manager separate from this engagement to manage the project from the state's perspective. Hiring of an external project manager will be dependent on current resources within our own internal project management office. The hiring of an external project manager will be a separate procurement and not part of this award. The state does not expect other professional services.

Would these consulting services be acquired for all the enterprise applications, or would they be based on the individual project?

For this RFP, we don't anticipate other consulting services other than a project manager.

Vendor J
1. Page 6 states that "Applications supporting the enterprise applications." Can the State clarify what this would include by providing a few examples?

   An example would be a time and attendance system custom developed for one particular agency that provides a data feed to payroll.

   Another example is HR data stored at specific agency to assist in HR reporting and not enterprise.

2. Can the State provide any details on any purchased applications that are currently being used in the HRIS/HCM area?

   The state HRIS/HCM systems were internally developed and supported in house.

3. Have the State already identified/organized/mobilized a team of key stakeholders for this project? If so, can the State provide a list?

   The individuals will be from Divisions within DOA and other key stakeholders. The names have not been finalized, but will certainly include staff from HR, Accounts and Control and ETSS.

4. We understand the scope and priorities provided in the RFP. Has any level of recent (i.e., last 12-18 months) detailed discovery of pain points, opportunities, and priorities been completed and documented that support the summary information in the RFP?

   No.

5. Page 7 states that the "Schedule any product demos with product vendors, as necessary." Is preparing for and conducting demos included in scope? What assumptions should we make to prepare a fixed price proposal?

   We envision the vendor working with DOIT and the Division of Purchases to ensure that any contact with outside vendors is done in accordance with state rules and regulations. The intent of the product demos was for the state to understand what is in the market place. Demos don't necessarily translate to vendor demos but could be with other companies or government entities.

6. Can you provide the titles of the leadership team that makes up your Project Governance Committee?

   We will provide a list upon award. Please refer to question 3 above

Vendor K

1. Does the state have funding allocated to execute the strategy developed as part of this project? If so, is the State able to share the estimated funding?

   The state currently has a budget allocated to this project. However, depending on the responses, ETSS may request a modification to budget.

2. What are the state's planned next steps following this RFQ/project? For example, does the state envision issuing an RFP for a systems integrator to assist with implementing solutions recommended in the strategic plan output, and/or issuing an RFP for products/solutions?

   After the deliverance of the project plan, the state plans on issuing an RFP for a systems integrator to implement a solution.

3. Will the awarded vendor for this RFP be precluded from participating in any follow-on RFPs?

   An award for this RFP will NOT preclude a vendor from responding to subsequent bids that result from the work done on the contract. Information gathered from the award will be available to vendors in the next phase.

4. Are vendors with a product in this space (ERP / HRCMS) precluded from responding to this RFQ?

   No. But the strategic plan is looking for a vendor to proposes options for the state and the state would expect a range of options and not just one specific product.

5. Did a vendor assist with writing this RFP? If so, is the State able to share the vendor name?

   No. This RFP was written by inhouse staff.

Vendor L

1.		General	What are the anticipated project start and end dates for this initiative? The state anticipates an award in March 2019. With a start date in April.
2.	**3**	Introduction	Will the strategic planning vendor be eligible for the future business process reengineering work? An award for this RFP will NOT preclude a vendor from participating on future RFPS. Information gathered from the award will be available to all vendors in the next phase.
3.	**14**	**4: Technical Proposal**	What is the minimum number of client references we should include? Two client references from similar size public sector organizations
4.	15	4: Proposal Format	May we include resumes, project example documents, and the sample project plan as an appendix not included in the 50 page limit? Yes. As stated in section 1 of the technical proposal contents.
5.	17	5: Evaluation and Selection	Is there a mandatory or minimum ISBE participation rate that vendors should adhere to? If so, what is it? No.
6.			Section 2 Background: Biweekly meetings of the governance team during development are anticipated. Please confirm that "development' the State means the strategic Plan Development on page 7. The state means during the development of the strategic plan

7.				Will the state confirm that in seeking descriptions of business processes and functional areas but does not require detailed process flow diagrams? We are looking for a strategic plan to address our future business needs. We are not looking for detailed system requirements for process re-engineering. We consider those tasks part of the system implementation at a future date.
9.				Please confirm that by saying that Recommend Options for Pros and Cons: Systems Integrator, the State will not compel us to recommend a specific integrator(s) as that would impair our independence. The state is not compelling the vendor to recommend a specific vendor. We are looking for all viable options in the strategic plan.
10.				In Step 3. Assess Target State Modernization Options Activities to be performed: can the State offer some more detail on what is expected with "Evaluate implementation roll-out approaches (e.g., function and business unit)"? The state is referring to whether we should rollout out enterprise applications based on function or business unit. And also, the approach. A phased approach, or an "all in" approach. In regard to business unit and function, a business unit maybe responsible for multiple functions, do we address the all the needs of the business unit or just a particular function of the unit which may affect other business units?