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**Questions/Responses #1
Enterprise Resource Planning Implementation
RFP Project #K10-0073-29
February 10, 2011**

To our prospective Business Partners:

The following questions for the above referenced RFP were received by e-mail and are answered and posted for all prospective Offerors. The statements and interpretations contained in the following responses to questions are not binding on the Judiciary unless the RFP is expressly amended. Nothing in the Judiciary's response to these questions is to be construed as agreement to or acceptance by the Judiciary of any statement or interpretation on the part of the Offeror asking the question.

1. Question: Is there a requirement that all contractor personnel be United States citizens?

Response: No. All proposed personnel must be legally authorized to work in the United States under the Immigration and Reform Control Act of 1986 for the duration of the contract.

2. Question: Will AOC provide the process flow diagrams that are missing from Appendix 28?

Response: No. There are no process flows for Program Services. Contractor shall create a Registry Database that can also track various details such as cost etc.

3. Question: Will the numbering within the security requirements (Appendix 30) be revised?

Response: Appendix 30 has been edited and reposted

4. Question: We can't find a reference to Appendix 33 in the RFP/SOW. What are the reporting and query requirements for the ERP implementation?

Response: Please see Amendment 1 (to be issued) - PeopleSoft delivers a number of standard reports and the ability to use PeopleSoft Query for ad-hoc data requests. The reports have been reviewed and selected by employees of various functional areas and custom reports needed have been identified. Appendix 33 provides an estimation of what may be needed, along with some areas for possible custom reports. The Offeror shall describe the proposed reporting environment, how reports and workflows will be administered and the model for working with AOC staff to meet the reporting needs. Offeror must also be prepared to provide additional hours of work for the development

and/or modification of additional reports or reports-related activities (see TOs for Optional Services).

5. Question: Is the content for pricing tables I-M tables expected to differ from the content of Tables B-F?

Response: In Tables I – M, Offeror will price its proposed customizations by Functional Unit

- 6 Question: Will a format for the Orals Presentation be provided?

Response: Yes; once the evaluation team has identified proposal areas of interest that need to be discussed and clarified, the Offeror will receive pertinent details for the preparation of such an oral presentation. .

- 7 Question: Are there any companies who are unable to bid due to a conflict of interest?

Response: There may well be. Please consult State Ethics Law (see reference in RFP Section 1.28), and direct specific concerns to the Procurement Officer

- 8 Question: During data migration tasks, it is common for legacy data to fail to import due to legacy formats, "dirty data", etc. Is it correct to assume that the state will take the responsibility to correct import errors due to data quality?

Response: Yes. It is also expected that the Contractor apply appropriate migration rules and produce exceptions reports.

- 9 Question: How will the State evaluate the completion of the data migration tasks?

Response: The Contractor will provide reports describing the content of data cleanly migrated and exceptions. After exceptions have been addressed by AOC staff, good data provided to the Contractor for upload, and results have been verified to the satisfaction of the AOC, the migration effort will be considered successful and acceptable (see RFP Section 2.7.2).

- 10 Question: Who is responsible for procuring 3rd party tools?

Response: The AOC has already purchased JobAps and eGrants. Should additional 3rd party tools be deemed necessary, the Contractor will present justification to the PD & PM for ratification, and if approved, the AOC will procure any such item.

- 11 Question: Will state provide the source code for these software products in the event customization is required?

Response: TBD after review of specific proposed customizations. The goal is to avoid or limit source code customizations.

- 12 Question: Who installs and configures the ERP software?

Response: The Contractor - See RFP Section 2.4.3

13 Question: What are the specs for the configuration document/diagram?

Response: TBD, Contractor will meet with the JIS tech team and via Q&A determine the specs/server set-up to best meet the State's needs.

14 Question: Will the State consider treating the training document as a general deliverable (Table A) and ask for updates for each function like most of the other deliverables?

Response: No, training document is to be priced and updated by Functional Unit

15 Question: Will the State consider treating the testing document as a general deliverable (Table A) and ask for updates for each function like most of the other deliverables?

Response: No, testing document is to be priced and updated by Functional Unit

16 Question: Deliverable Submission and Acceptance: The first part of the statement reads: "Upon completion of the final deliverable..."; will the State consider making this statement about the draft deliverable instead? We think it will be in the best interest of the program to receive detail comments on draft documents, incorporate the comments into the final deliverable and have AOC acceptance based on a final document that reflects all State desired changes.

Response: All deliverables will be submitted as draft first as specified in bullet two. "final" does not mean the last deliverable of the implementation process - it means a final deliverable after a draft has been reviewed and any adjustments have been made.

17 Question: It has been our experience that it's unusual for the customer to dictate that key personnel have specific experience on a FFP contract, since the performance risk resides solely with the contractor. Recognizing that Oracle skills are essential, are you willing to allow bidders to propose the optimum skill mix for our implementation solution?

Response: The key personnel requirements stand. In addition, please note RFP Section 2.8 "The labor categories the AOC recommends are listed in this section; however, the Contractor shall employ other personnel as it sees fit to accomplish the requirements of the Contract"..

18 Question: Our experience is that we see Substitution of Key Personnel requirements for labor hour contracts, not fixed price product contracts. Does this requirement apply only to the labor hour component for optional services?

Response: No, it applies to all Contractor personnel working under the Contract.

19 Question: Our experience is that we see Mitigation Procedure requirements for labor hour contracts, not fixed price product contracts. Does this requirement apply only to the labor hour component for optional services?

Response: No, it applies to all Contractor personnel working under the Contract.

20 Question: Data Interfaces - Regarding the phrase "ensuring the integrity and accuracy of the data" we interpret this to mean any interface we develop and implement will maintain the value of the data being transferred. If the data was incorrect in the legacy system, then the migrated data will also be incorrect in the new system. Is this a correct interpretation?

Response: Your interpretation is correct, however Contractor shall produce exception reports, that can be addressed in the pre-production testing.

21 Question: Is there a specific order the State wants the applications deployed in or is this to be decided by the contractor?

Response: The Offeror will propose the most beneficial order of deployment; even though the AOC anticipates that Functional Unit 1, Financial Services, will be the first to go live.

22 Question: Will AOC be able to accommodate more than 8 people at any given time to support surges?

Response: Yes, AOC will work with the Contractor to coordinate support surges.

23 Question: Is the state going to provide separate development, test, and production environments within which the contractor can work?

Response: Yes.

24 Question: Who will maintain the hardware and software environments during the course of the contract?

Response: The Contractor is expected to maintain both; however the AOC tech team may be present to monitor the process.

25 Question: To prepare a fixed price bid, we need to know the availability of the development and test environments. What is the maintenance schedule for the environments that the state will provide to the contractor?

Response: These environments will be readily available. Maintenance schedules will not impact the project.

26 Question: In an FP environment the Contractor is responsible for delivery of the end product regardless of personnel used. Also, the requirements seem to be restrictive for a FP environment which will ultimately increase the cost to the State. The Key Personnel requirements seem to be geared

for a Time and Materials type contract. Would the State consider relief on the amount of Key Personnel required, as well as relief on the replacement requirements of such Key Personnel?

Response: No; see also response to questions 19, 20 and 21

- 27 With proposals previously submitted to the State and contracts awarded by the State, we have submitted a Memorandum of Insurance to satisfy the insurance requirements. Will the State accept our current Memorandum of Insurance as proof of insurance for this proposal effort?

Response: RFP Section 2.12 requires “evidence of the required insurance coverage”; if the Memorandum of Insurance satisfies this requirement, it is acceptable.

**TO BE CONTINUED WITH Q&A DOCUMENT #2 TO BE ISSUED
WEEK OF FEBRUARY 14**

Issued by Gisela Blades, Procurement Officer

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