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Questions/Responses #2
Enterprise Resource Planning Implementation
RFP Project #K10-0073-29
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Ladies and Gentlemen:

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.

****Correction to Answer # 24****

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

Response: Physical Hardware will be maintained by JIS staff. Configuration of HW resources, such as the LPAR environment, will be done by the Contractor in coordination with JIS staff. JIS staff will maintain the AIX environment, Contractor to load and configure the PS SW in coordination with JIS staff.

28. Question: Will the AOC provide a desired or required time-line for implementation? Does the time-line include any required or desired sequence for implementation of modules/software components or a target go-live date?

Response: The goal is to have the Finance Unit in production by the third quarter of calendar year 2012. There is no other required sequence.

29. Question: In Attachment A, Paragraph 26, there is reference to the limit of liability as "... not exceed five (5) times the NTE amount". Would AOC consider reducing the limit to the 1.5 - 2 times level typically seen in this type of RFP?

Response: No

30. Question: Does the AOC plan to amend the requirements to include Federal reporting mandates that have arisen since the software and integration RFPs were prepared, e.g. FFATA and FSRS requirements?

Response: The AOC does not plan to amend the requirements for these mandates. We believe that the current requirements will address the needs of FFATA.

31. Question: Would the state provide the budget available for the project?

Response - No

32. Question: Have any estimated timelines been prepared for the implementation that may be available to prospective vendors?

Response – No, see Question 28

33. Question: Is there a deadline for additional questions or is it open-ended?

Response: No deadline per se, but we may not be able to address questions submitted too close to proposal due date.

34. Question: With regard to Section 1.20, Minority Business Enterprise, does the State consider a small veteran owned business as a minority enterprise?

Response: Only MDOT registered MBEs are eligible, and only in the category/ies for which they provide service - see http://www.mdot.maryland.gov/MBE_Program/Index.html

35. Question: What criteria will the ERP PM use to grant remote access into the AOC system?

Response: Remote access will not be granted.

36. Question: How will the AOC identify a requirement that is "seeking Offeror agreement"?

Response: Section 3.2 E 1 offers high-level recommendations on how to respond to the RFP, and does not address individual requirements.

37. Question: Is the warranty limited to custom code? We assume AOC is purchasing warranty and technical support for the products that comprise the ERP solution.

Response: No, the required warranty is on all of the services/deliverables provided by the Contractor in the completion of this project. The AOC has purchased SW maintenance that includes technical support for the SW.

38. Question: Do the State's licenses for Peoplesoft, eGrant and Job Aps allow for customization by a third party?

Response: Access to source code will be provided as needed

39. Question: Will the State provide the source code and/or the rights necessary for customization of the Peoplesoft, eGrant and Job Aps software?

Response: see Response to Question 38

40. Question: Would the State consider allowing for a Contractor Test site environment?

Response: No

41. Question: What specific systems we will have access too?

Response: Please define "access".

42. Question: We understand that the Contractor will be given remote access to monitor all hardware and software for error/failure notifications. Is it correct to assume that our obligations under this task are limited to the software we develop and place into the AOC production environment?

Response: Contractor obligations are for all ERP software.

43. Question: Disaster recovery deliverable seems to be missing from the pricing tables. Where do we price this?

Response: Please see Amendment 1, which amends Price Sheet Table A to include price for Disaster Recovery.

44. Question: What volume of data, by functional unit, is expected to be migrated?

Response: For Finance, approximately 7 years of data. For HR, up to 5 years worth of data needs to be migrated; volume estimates are difficult, but assume 3800 current employees, plus up to five years of transaction data for former employees (assume 1900). For Procurement, at least two audit cycles or about 7 years. (Assume about 80 active Contractors, approximately 150 contracts per year)

45. Question: During the Pre-Proposal Conference, it was mentioned that Maryland Judiciary had a target project timeline in mind. Assuming a June 2011 project start, what go-live date is Maryland Judiciary targeting?

Response: See Question 28.

46. Question: Does Maryland Judiciary favor a big bang implementation approach or a phased implementation approach?

Response: The AOC assumes a phased approach; however we may consider other approaches.

47. Question: The RFP includes a Training Plan (2.4.8.1) and Training Documentation (2.4.8.2). Does Maryland Judiciary also require assistance with Training Delivery or will Maryland Judiciary deliver all training?

Response: See 2.4.8.1 – the Contractor will provide the Delivery of the Training.

48. Question: Does Maryland Judiciary envision that activities related to Business Process Design will occur as part of the Detailed System Design deliverable, specifically within the “Processing” bullet point? This is a significant activity within the project.

Response: High-level Business Process Design is provided in the appendices; yes, detailed system design activities can be included in this section.

49. Question: Should we include an Organizational Change Management program within the scope of this project? As background, this program would assess the impact that this project will have on the user community and other stakeholders and develop/execute a plan for successfully accommodating the changes. This program would integrate executive sponsorship, communication, training, role alignment, and recognition. If it is a requirement, would you specify the required deliverables similar to what was provided for the Training program in section 2.4.8?

Response: The minimum Organizational Change Management requirements are included in 2.4.5.1, the Project Management Plan.

50. Question: During the Pre-Proposal Conference, the topic of “offsite services” was discussed. There are two types of “offsite services” available. Those provided within the United States (offsite/onshore) and those provided by workers in foreign countries (offsite/offshore). During the Pre-Proposal Conference, Maryland Judiciary confirmed that limited use of “offsite services” would be allowed as appropriate. Given the importance placed on security and communication skills within the RFP, please clarify whether any “offsite services” should be delivered offsite/onshore or offsite/offshore.

Response: The limited “offsite services” discussed referred to onshore activities that could be accomplished at the Contractor’s site, such as, e.g. documentation, formalizing test plans. Offshore is not acceptable

51. Question: Should post-production support be included in the proposed scope of services or will this be covered under separate contract (as stated in section 2.6)? If so, for how long should the post-production support period last? It is common for organizations to retain the consulting project team for at least 30 days to monitor the initial usage of the system, address any issues, answer questions, and provide additional knowledge transfer.

Response: Yes, post-production support from the Contractor is required for 60 days after the full ERP system is accepted and in production. After the 60 days, a separate contract will be procured for maintenance and support (see Addendum #1).

Issued By: Gisela Blades, Procurement Officer