

Request for Offers (RFO) Addendum

RFO Number: RFO0148
Addendum Number: 1
Date of Addendum: 8/23/2016
Original Posting Due Date, Time: August 29, 2016 5:00 p.m.
Revised Due Date, Time: N/A

Title: **Organizational Change Management Lead for Ramsey County Enterprise Resource Planning Program**

SCOPE OF ADDENDUM

The following are changes to the RFO: ***Posting of Questions Received by Vendors and Ramsey County's Answers***

All questions received before the deadline are listed here in the order in which they were received. Apologies for any redundancy.

1. Please confirm us the mode of the interview for the subject mentioned RFO.

Answer #1: Interviews will be conducted in-person and on-site in downtown Saint Paul with a panel of Ramsey County representatives. If a candidate is not available locally to Saint Paul during the interview period, we may accommodate a video-conference interview, though it is not preferred.

2. Under "Responsibilities of the Selected Vendor", the following requirement is listed:

The work is to be performed consecutively until project completion. There will be no break in services other than weekends or recognized County holidays.

Q. Does this mean that the consultant cannot take scheduled and approved vacations?

Answer #2: The consultant may take reasonable scheduled and approved vacations.

3. Under "Responsibilities of the Selected Vendor", the following requirement is listed:

Vendor warrants that all services will be performed with the highest standard of professional service, be free from defects and conform with the requirements of this RFO. Any services corrected or re-performed will be covered by this warranty. Non-conforming services will be replaced, corrected or re-performed at Vendor's expense.

Q. Since this is a leadership and management role and has many more subjectively measured requirements, what does "be free from defects" mean in this context? Who approves the acceptance of work activity and how often will that acceptance occur?

Answer #3: The consultant serves as an individual contributor and a hands-on practitioner on the project and is expected to create and develop many organizational change management artifacts including plans, analysis, presentation materials, and training content. The Project Management Office in the Information Services Department or the Enterprise Resources Planning program management team will review and approve the work as needed on a regular day-to-day basis.

4. Is there an incumbent currently in this role?

Answer #4: No, there is no incumbent currently in this role.

5. This request for offer is almost identical to a previous request, MN RFO 0100, that was issued in December, 2015.

- a. Has this new request been made to replace the previous consultant or has that initiative ended and is this a new project?

Answer #5a: This RFO is for a different project.

- b. If the previous project has ended, is that consultant eligible to be presented to this RFO?

Answer #5b: Irrelevant, as this is a different project.

6. Under "Responsibilities Expected of the Selected Vendor", it is stated that "The work is to be performed consecutively until project completion. There will be no break in service other than weekend or recognized County holidays."

To be clear, given this is expected to be nearly a two-year project, is this a hard-and-fast requirement for the selected consultant or will some time-off be allowed during the project?

Answer #6: The consultant may take reasonable scheduled and approved vacations.

7. What is the required interview process - via telephone or Skype, or are you expecting it to be in-person?

Answer #7: Interviews will be conducted in-person and on-site in downtown Saint Paul with a panel of Ramsey County representatives. If a candidate is not available locally to Saint Paul during the interview period, we may accommodate a video-conference interview, though it is not preferred.

8. This seems like a similar position for RFO0100 is this just an extension/expansion of that projects or is this a different need?

Answer #8: While the job description for RFO0100 was similar, that role was for a different project at the County. This RFO0148 is for the Enterprise Resources Planning upgrade project, while the previous RFO0100 was for the Enterprise Asset Management project.

9. Is there an incumbent in this role?

Answer #9: There is no incumbent for the role described in the new RFO0148.

10. What is the ERP tool they are using?

Answer #10: Oracle PeopleSoft.

11. What is the rate cap for this position?

Answer #11: SITE determines the maximum rate for this position per vendor.

12. Is this to be considered under the Project Management category for the rate.

Answer #12: Yes.

13. Is this a new role or a replacement of someone in a current role?

Answer #13: Replacement.

14. Is there a change management plan already started that needs execution or do you need the upfront planning done as well?

Answer #14: The change management plan is currently under development and the consultant will have an opportunity to influence this plan.

15. Does Ramsey County have a preferred OCM Methodology that is currently being used?

Answer #15: The county's OCM methodology is based on Prosci.

16. I have a candidate that has a number of years experience helping clients with OCM. He has attended college, but does not have a degree. Is the college degree an absolute need to have for this project?

Answer #16: Yes

17. Is there currently a consultant serving in this position or capacity?

Answer #17: The position is currently vacant.

18. Please describe the need for this resource at this time.

Answer #18: This is described in the RFO.

19. What stage of the SDLC lifecycle is the ERP currently?

Answer #19: Planning and Discover

20. Please define the request in the mandatory requirements:

At least two (2) previous engagements on large-scale technology deployments; enterprise, across a large organization, multiple locations, with 1,000+ employees, vs. a single company with 100+ employees.

a. Is the county looking for a specific type of industry or organization?

Answer #20a: No specifics other than what is already stated above.

b. Is this requirement based on a known resource?

Answer # 20b: No.

21. Is there a current OCM Plan in place?

Answer #21: The change management plan is currently under development and the consultant will have an opportunity to influence this plan.

a. If so, who built the plan?

Answer #21a: Our other OCM consultants.

22. Has the County engaged in OCM activities on this engagement (ERP)?

Answer #22: Yes.

a. If so, who has completed this work?

Answer #22a: The County's other OCM consultants.

23. Although the County expects the work to be done on-site, would a traveling (4 days on-site / 1 day off-site) arrangement be amenable?

Answer #23: This work arrangement could be considered, though it is not preferred.

24. What is the OCM support structure for this resource (trainers, communicators, assistant OCM managers)?

Answer #24: The consultant serves as an individual contributor and a hands-on practitioner on the project and is expected to create and develop many organizational change management artifacts including plans, analysis, presentation materials, and training content.

25. How does the agency intend to conduct interviews i.e., in- person interview/Skype/ telephonic?

Answer #25: Answered in Question #1 above.

[This is the end of the questions and answers.]

This addendum shall become part of the RFO and should be returned with, or acknowledged in, the response to the RFO.

RESPONDER NAME:

SIGNATURE:

TITLE:

DATE: