

Addendum 1. Response to Questions from Application Management Assessment for Minnesota State Colleges and Universities, originally posted on 6/25/2013

1. Does the vendor need to be approved in all the service categories or can they just be approved in one of the selected service categories?

Response (1): We broadly listed service categories with the intent that an assessment solution could be provided and your proposed category must be within at least one of the listed categories. Since this is the 902TS program, you must be approved for the categories you propose.

2. Is this a fixed bid or time and materials opportunity?

Response (2): Please provide hourly rates and hours within your proposed solution (per deliverable) for a total cost, including an estimate for travel.

3. Are you expecting an individual or a team to fill this role?

Response (3): We want a complete assessment as described in the SOW. Responders will need to propose a solution to meet the requirements of the SOW.

4. The RFP asks for 3 references from clients who have used the solution. What solution are you referring to? Do you want references from the vendor or references from the proposed candidate?

Response (4): References where you have completed similar type assessments in scope.

5. In the Required Skills you ask for 10 years of experience – what skill sets are you looking for 10 years' experience in? And could you possibly provide a little more definition around the skills you are looking for in a candidate?

Response (5): 10 years of experience in ERP assessment and consulting.

6. Is there an incumbent vendor?

Response (6): This is a new project for MnSCU.

7. Does the vendor need to be in all five Service Categories, or a certain number of the five service categories?

Response (7): See response to question #1.

8. Would MnSCU consider moving email submissions versus paper submission to save on resources (paper, gas, etc.) like most of the other State of Minnesota agencies have moved to?

Response (8): Unfortunately, not at this time.

9. Can you further clarify your “custom developed ERP system”? Is it an out of box solution like PeopleSoft, Oracle or SAP that has been customized? And if so, what modules are being awaiting change requests?

Response (9): The ERP system has been developed in-house and is not based upon any commercial package.

10. In the SOW Evaluation Process, Liability is 20% of the evaluation; can you please clarify what you mean by “Liability”?

Response (10): There are three choices of liability with points under general requirements. A responder will need to select one option with the understanding that scoring points depend on the liability selection.

11. Is this a fixed bid or time and material bid?

Response (11): Please see response #2.

12. (Business Section) It was mentioned in the RFP that the project requires working with System Office and individuals at various MnSCU locations? Please provide the list of all the locations.

Response (12): Travel is required to as many locations as necessary to complete the work. MnSCU has campuses in 47 communities across the state. Primary IT development staff locations include St. Paul, Granite Falls, St. Cloud, Moorhead, Bemidji, and Eveleth.

13. Does the project team need to travel to all of the locations to meet with the “cross Functional Representation of Stakeholders”?

Response (13): Travel is required to as many locations as necessary to complete the work.

14. Could you please let us know the tool in place for change management and incident management?

Response (14): A variety of tools and methodologies are used, mostly locally developed.

15. What is the configuration management tool in place for technologies in scope?

Response (15): A variety of tools and methodologies are used, mostly locally developed.

16. How robust are the incident and change management process in the organization? Are they well defined across all the applications in the portfolio?

Response (16): This project will answer this question.

17. For every institute that uses the ERP system, who will be responsible to provide SME’s to assist the project team for the assessment?

Response (17): The System Office will provide SME's.

18. What is the level (1-Robust and current, 5-Scarce and outdated) of documentation available for the ERP application?

Response (18): We do not rank our documentation level. Documentation varies widely across the system.

19. Does MnSCU follow a formal change request, project management process across all of the institutes who use the ERP system?

Response (19): There are varying procedures. This assessment will explore this question.

20. Does MnSCU expect the Vendor to include travel related cost to be part of the proposal cost?

Response (20): Travel cost will be negotiated and will be per the Commissioners Plan (<http://www.finance.mnscu.edu/contracts-purchasing/contracts/reference/>). Please do provide an estimate with your project proposal.

21. Which of the following needs to be evaluated during the project?

1. Coding standards and patterns
2. Architecture
3. Testing maturity
4. Technology risks
5. Documentation Maturity
6. Operations Maturity

Response (21): All aspects may be explored to meet the requirements of the SOW.

22. What technology platform is used to build the ERP system? What is the backend database?

Response (22): The database is Oracle on Exadata.

23. Does the ERP system have different sub-application/modules? If yes, what are those modules? Do different institutes use different modules of the ERP system of the core ERP system?

Response (23): The ERP system has modules that support all aspects of higher education and is used throughout the entire enterprise.

24. How many and what type of change requests do you have in the current backlog?

Response (24): Change requests are updated daily. This project will analyze the queuing process and backlog.

25. If MnSCU is looking to secure these resources on a “Staff Augmentation” basis, please confirm that it will be acceptable for vendors to provide hourly billing rates along with resumes in order to satisfy the “Cost” requirement?

Response (25): This SOW is for Application Management Assessment of the MnSCU ERP System NOT Staff Augmentation.

26. Please confirm whether selected vendor will be paid on an hourly basis for services provided under this contract, based on MnSCU approved contractor time sheets, or if selected vendor will be paid based on completed/signed-off deliverables?

Response (25): The proposal should be based on hours at an hourly rate, and MnSCU will pay upon deliverable milestones. This may be negotiable, depending what is in the best interest of MnSCU.

27. What is the anticipated daily work schedule for selected vendor resource(s) (8AM - 5PM, Monday thru Friday)?

Please confirm that the anticipated utilization of selected resource(s) will be full-time 40 hours per week (excluding State holidays) for the duration of the contract?

If no, please provide anticipated utilization?

Will selected vendor resource(s) be required to perform off-hours, on-call support work?

Response (27): The timeline of project is for completion by October 1, 2013, which makes this an aggressive project. Your proposal should take this into consideration regarding hours and resources.

28. Please confirm that vendor assigned resource(s) will be working at the direction and under the supervision of a MnSCU Project Manager.

Response (28): The project proposal should identify any resource expectations to successfully complete the project.

29. Please confirm that MnSCU will provide selected contractor resource(s) with the laptop/desktop computer, hardware, software, and peripherals needed to perform the duties outlined in this SOW.

Response (29): The Contractor is responsible to provide own hardware, peripherals and software for the Assessment.

30. If this SOW is requesting staff augmentation services, are vendors still required to provide the following:

Detailed vendor response:

a) Explain the vendors "work plan" in detail. This includes:

- 1) Organization and staffing (including staff qualifications, resumes, etc.)
- 2) Work-plan detail.
- 3) Milestones and schedule.
- 4) Project management (e.g. quality management, risk assessment/management, etc.)
- 5) Documentation of progress such as status reports and final deliverables.

This information does not seem applicable for response to a staff augmentation position.

*Response (30): See response #25. This engagement is **NOT** for Staff Augmentation.*

31. How many contractor resources does MnSCU anticipate selecting and needing to perform the duties outlined in this SOW?

Response (31): This is an assessment project in which the number of resources will need to be included in your proposal.

32. Is the purpose of this SOW to extend/renew existing or current contractor resources that are already providing services to MnSCU?

Response (32): See response #6.

33. How many different ERP systems are in scope for this SOW?

Response (34): Just One.

34. Are all of the in-scope ERP systems custom developed, or are there also some COTS ERP systems in scope?

Response (34): This project focuses on the custom ERP system.