

Addendum 2
ERP Implementation Services
RFP 654331

This document provides updated information and clarification pertaining to the above captioned RFP and will be updated as necessary.

REMINDER: It is the Respondent's responsibility to thoroughly examine and read the entire RFP document and any appendices and addenda to this RFP.

1. **Off-shore Work.** Regarding the statement below from the RFP: if all data remained onshore, and there was no remote access to data, could types of work not requiring confidential or HIPAA data be performed offshore?

"Location: Contractor represents and warrants to System that Contractor shall not: (a) perform any of its obligations from locations or using employees, contractors and/or agents, situated outside the United States, or (b) directly or indirectly (including through the use of subcontractors) store or transmit any Data outside the United States, nor will Contractor allow any Data to be accessed by Contractor's employees, contractors and/or agents from locations outside the United States, without prior written consent of the System."

Response: The RFP language as stated stands.

2. **Business Operations.** By "business operations" within the following RFP question, can you confirm that you are looking for how the company is organized around delivering services?

Tab 3 Question A "Brief overview of business operations, with an emphasis on ERP-related operations in higher education/public sector."

Response: The UA System is interested in the organization and operations of the firm that will be providing ERP implementation services, especially the division that provides these services.

3. **R&D Budget.** Is the following question intended to request the research and development budget of the entire bidding company?

Tab 3 Question C "Research and development budget"

Response: The UA System is interested in a firm that continues to invest in innovation. Provide the budget figures that best illustrate that.

4. **Governance.** Will there be an overall governance committee empowered to make policy and procedure decisions in cases where those decisions are unable to be made at the institution level?

Response: Section 14.5 of the RFP provides a brief overview of the governance structure that UA System has established. The Steering Committee/Design Authority shown is at the UA System level.

5. **Chart of Accounts.** Is there any expectation that the chart of accounts would require redesign work?

Response: The UA System has recently conducted a review and redesign of its system-wide chart of accounts. The design was independent of any software. The System believes that it has identified the necessary elements of a new chart of accounts, but there is likely to be some effort to fit this into the Workday structure.

6. **Performance Management.** Please confirm that the System will not be making changes to the performance management/employee evaluation process in tandem with the HCM module rollout. This includes, but is not limited to, performance ratings and continuous performance feedback

Response: There are no major changes planned to the performance management or employee evaluation process. If there are changes, they would be precipitated by adjustments needed to the existing business process so that it better matches the business process within Workday.

7. **eLearning Tools.** To support self-paced, web-based training content, what eLearning content development tools does the System currently have license? (e.g., Adobe Captivate)

Response: The Respondent should not count on using any tools for this purpose from the UA System, and should include appropriate development or usage licenses in its bid.

8. **Change Management Deliverables.** According to Section 1.3 of Appendix 3, change management implementation deliverables that might normally be developed and delivered in Phase 2, 3, 4 or 5 of the project are instead aligned with Phase 1: Plan. Can you confirm that in order to provide the ideal experience for the System, we should plan to align our change management deliverables to the appropriate phase of the project (1-5), or is there another purpose for aligning said deliverables to Phase 1 of Appendix 3?

Response: The UA System expects the Contractor to deliver plans in Phase 1 of the project as indicated in Section 1.3. The execution of those plans should be aligned to the project phase in which they are appropriate.

9. **VPAT.** Are Implementation vendors exempt from the following; and does it apply only to the Workday, the software owner?

"ACCORDINGLY, A SUCCESSFUL BIDDER SHALL EXPRESSLY REPRESENT AND WARRANT to the State of Arkansas through the procurement process by submission of a Voluntary Product Accessibility Template (VPAT) or similar documentation to demonstrate compliance with 36 C.F.R. § 1194.21, as it existed on January 1, 2013 (software applications and operating systems) and 36 C.F.R. § 1194.22, as it existed on January 1, 2013 (web-based intranet and internet information and applications) that the technology provided to the State for purchase is capable, either by virtue of features included within the technology, or because it is readily adaptable by use with other technology, of:..."n

Response: The VPAT applies primarily to the ERP software. This could extend to any software provided by the Contractor for use during or after the project.

10. **Workarounds.** Please confirm the System will be responsible for fixing, maintaining, training, documentation, etc. and all other efforts and impacts associated with work-around development and implementation in addition to the development and testing. "The System is committed to adapting to the best practices inherent in the Workday software and to minimizing the need for "workarounds" external to the delivered Workday solution. It is anticipated, however, that certain development work products may be necessary to meet high impact gaps identified in the Architect Phase. The System plans to be responsible for work-around development and testing, if any is required, but may desire to engage Contractor staff for augmentation based on the hourly rates supplied with the Cost Schedules."

Response: Developing, testing, training, maintaining, documenting and similar activities related to "workarounds" are not included in the project scope. If the UA System decides that it desires any support from the Contractor for these activities, those would be approached as a change order at the time.

11. **Testing Workarounds.** Will the Test Phase section, including Testing Responsibility Matrix, be updated to reflect that the System will lead all Workaround Development activities as indicated in Section 3.5?

Response: See response to # 12. The Contractor's scope for the fixed bid does not include testing workarounds.

12. **Payroll Parallel Test.** Will the Payroll Parallel Test be included as a Testing Type, with the responsibility matrix defined for activities, as part of the RFP?

Response: It was an oversight that this wasn't specifically mentioned in the Statement of Work. A payroll parallel test should be included as part of the Integration Test.

13. **UA Project Team.** What does the composition of the University of Arkansas project team look like? How many resources (FTEs) is the System planning to assign to Lead or Assist for the activities defined in the RFP?

Response: The UA System and its institutions have started the process to designate staff assigned to the ERP Project, and are looking to the proposal responses to assist it in determining ideal staffing levels. For purposes of this bid, the Respondent should operate under the assumption provided in Section 14.8, "The System will commit sufficiently skilled staff resources to the Project as reflected in an agreed upon work plan and staffing plan."

14. **Conversion History.** What conversion history, if any, is required to be converted for each of the areas listed?

Response: At this time, the UA System intends to convert only the data considered necessary for operation of the new ERP system. This could include limited historical information as identified in RFP Appendix 5, Current Conversions. The

Respondent should assume the analysis and determination of the exact conversion scope will be the Respondent's responsibility.

15. **Payroll Conversion.** What are the requirements for converting Payroll/W2 related Tax Balances and Check/Advice Data?

Response: See response to # 14. The data that will need to be converted is a function of the data that is necessary for proper operation of the system, and limited historical information where required. Payroll-related conversion data will depend on the timing of the payroll production date, which the UA System expects the Respondent to propose.

16. **Conversions.** What are the requirements for processing and/or converting Non-Resident Aliens and 1042s?

Response: See responses to # 14 and # 15 above.

17. **Payroll Calendar.** What is the payroll processing calendar? (How many payroll frequencies, what is the closing date and the payment date for each frequency, number of employees per frequency. etc.)

Response: There is not one payroll calendar currently among the UA institutions. The UA System is collecting information on critical processes and it should be available to the Contractor upon project initiation. It is also the desire of the UA System that these processes, when configured in Workday, align as much as possible across the System.

18. **Business Processing Dates.** What are the key business processing event dates (e.g, open enrollment, fiscal processing dates, budget load dates)?

Response: Open enrollment is held during November. All institutions operate on a July 1 – June 30 fiscal year. Due to the variety of budget systems and processes, there is no standard for budget load dates.

19. **Scope.** Are all the system requirements and modules/submodules listed within the scope of the Implementation Services?

Response: The UA System has procured all of the listed modules from Workday. It is not the expectation of the UA System that all of these would go into production at the same time. The System is looking to the Respondent to propose a timeline and set of production dates that make sense.

20. **Unions.** Does the System have a union(s)? If so, how many unions exist and how many of the 18,166 employees are aligned?

Response: There are currently no unions within the UA System.

21. **Union Engagement.** Assuming there are unions, can you confirm that someone in the System is aligned to the team who is already engaged with union representatives on contracts regarding the changes?

Response: Not applicable.

22. **LEF.** Has the System completed the Lifecycle Engagement Framework (LEF), and can this information be shared with certified partners?

Response: It has not been completed yet.

23. **Certified Partner.** To do any of the work you have to be Workday certified?

Response: The Respondent must be a Workday certified partner. The subcontractors on a proposal, if any, do not have to be a Workday partner.

24. **Subcontracting.** In Appendix 4 - with Vendor Systems and Receiving systems, doing the data migration from State-Wide system to the Interface systems? Is this the same vendor or different company can do this part?

Response: The proposal must propose the full scope of requested services. Firms wishing to perform only parts of the services may subcontract to a Respondent.

25. **Posting Responses.** List of questions that Linda talked about from last week are they going to be put on the bid site?

Response: All questions and responses will be posted as completed.

All else regarding this RFP solicitation remains as is. Further questions concerning all matters of this RFP should be sent via email to:

Linda Fast, Procurement Coordinator
Office of Business Affairs
lfast@uark.edu