RFP for PeopleSoft 9.2 HCM Upgrade and Enhancement Project

OMB14101-PS_HCM_PROJ

Responses to Vendor Questions

Q. Will a Vendor pre-proposal meeting be held?
A. *No Vendor pre-proposal meeting will be held.*

Q. Can Vendors receive a copy of the RFP in MS Word format?
A. *The MS Word document has been placed on the site along with the pdf version for download.*

Q. Can the proposal due date and time be clarified?
A. *This has been clarified in Addendum #1.*

Q. Can the proposal media and number of copies required be clarified?
A. *This has been clarified in Addendum #1.*

Q. What is On-Demand software? What is expected from vendor regarding using this tool for PeopleSoft process documentation?
A. *On-Demand and UPK are one in the same. On-Demand was the product name used prior to Oracle purchasing the product and renaming it to User Productivity Kit (UPK). On-Demand Navigator is now a component of the UPK application. The Office of Pensions expects UPK to be used in documenting processes and providing user guiding job aids.*

Q. Do updated configuration and design documents exist for the current version of the Pensions CRIS system? Is part of the scope of this project to provide documentation that currently does not exist?
A. *Documentation does exist for the current Office of Pensions PeopleSoft application (CRIS). The Office of Pensions expects the Vendor to update documentation where appropriate during the upgrade as well as create new documentation for any newly created items within the upgrade.*

Q. Post implementation support - 75 business days or calendar days?
A. *75 Calendar days.*

Q. What is the definition of the proposed solution with regard to expertise? Implementing/upgrading any of the specified PeopleSoft HCM modules or implementing/upgrading all of them together?
A. *Disclosure of all HCM modules the Vendor has successfully implemented will help to define the level of expertise the Vendor possesses.*

Q. Beyond the 1 dedicated technical resource, what role with the Office of Pensions play in technical development activities? Does the Office of Pensions envision that any other technical developers will be actively participating in the project's development activities?

A. *The Office of Pensions may secure 2 additional technical resources on a part-time basis depending on staffing availability.*

Q. When referencing "workflows" are you referring to the automation of business processes? If so, we need a defined scope of processes to automate in order to provide a fixed cost.

A. *The Office of Pensions is interested in any improvements made between PeopleSoft version 9.0 and 9.2 so that those improvements may be translated to our current business processes. Automation would come into play as presented by PeopleSoft 9.2 where applicable.*

Q. Is the Office of Pensions planning on upgrading or changing Operating Systems or database platforms during this upgrade?

A. *The Office of Pensions will only be upgrading the Operating System and/or Database platforms as required by the PeopleSoft version 9.2 application to remain on a certified and supported platform.*

Q. Does the Office of Pension currently have SharePoint site creation/maintenance access such that a vendor proposing the use of SharePoint does not need to include SharePoint licensing in their cost proposal?

A. *The Office of Pensions does have a SharePoint presence.*

Q. What are the Office of Pensions security standards?

A. *The Office of Pensions must adhere to the security standards as set forth by the Department of Technology and Information. All policies may be found at http://dti.delaware.gov/information/standards-policies.shtml.*

Q. Please clarify what is intended by the following statement, "The technical proposal must provide an example of the design documentation to be used by the Office of Pensions prior to the Vendor's arrival."

A. *The Office of Pensions is interested in the Vendor's methodology and design document prior to engagement.*

Q. Please provide information regarding the existing customizations and modifications in terms of: definition of each existing customization, # of objects modified by object type and module. How many queries does the Office of Pensions support? How many custom Crystal Reports? How many custom SQRs?

A. *The Office of Pensions has taken the stance to minimize customizations/modifications to the core product. The only customizations/modifications are in those areas that PeopleSoft HCM 9.0 could not deliver a solution for our business process within the realm of Pension Administration. Custom 'bolt on' programs are present where the Office of Pensions has to interface with external data providers. The Office of Pensions currently has 70 custom SQRs, 21 custom SQCs and 33 custom scripts.*

Q. Do Design Specifications exist for all existing customizations and modifications?
A. *Documentation exists for customizations and modifications.*

Q. Does the Office of Pensions currently use a tool for automating testing activities?
A. *The Office of Pensions does not currently use a tool for automated testing activities.*

Q. What version of PeopleTools are you currently using?
A. *PeopleTools 8.51.05.*

Q. What are your specific objectives implementing the self-service functionality associated with eProfile, eBenefits, and ePay? Are you interested in additional pension-specific self-service functionality?
A. *The Office of Pensions has achieved self-service functionality in production as the RFP was posted. This will not be a requirement of the RFP project.*

Q. The RFP mentions that access to the PeopleSoft application is only available at State sites. With consideration to the desire of implementing the e-Application modules, has there been discussion on making PeopleSoft available outside the firewall to users? What is the direction the Office of Pensions will be taking to make Self-Service access available to their users?
A. *The Office of Pensions has achieved self-service functionality in production for retiree customers as the RFP was posted. The application is also available to our non-State agency users via SSL/VPN access. This will not be a requirement of this upgrade project.*

Q. The RFP mentions the Office of Pensions uses UPK and On-Demand Personal Navigator for documentation and training. Does the Office of Pensions currently have the UPK content licensed? How many UPK developer licenses does the Office of Pensions own? Can you describe to what extent the Office of Pensions currently uses On-Demand Personal Navigator and UPK for the current production environment?
A. *The Office of Pensions has six (6) developer licenses for UPK and currently uses the product in the production environment to document business processes and provide job aids to users.*

Q. Can the State of Delaware provide their project team organizational chart?
A. *The Office of Pensions will devote One (1) full-time Technical resource and Two (2) full-time Functional resources. Two (2) additional part-time Technical resources may be assigned as staffing requirements permit. Additional Subject Matter Experts will be brought in appropriately throughout the upgrade project. This team will report to an Executive Sponsor Committee.*

Q. Want to confirm that it's expected that all project resources will need to be onsite for the duration of the project?
A. *The Office of Pensions expects that the Vendor will have a core team onsite.*

Q. Are there any timing dependencies that vendors should be aware of when structuring the project plan (year-end close, payroll, etc.)?
A. *The Office of Pensions would not want the end date of the project to coincide with Calendar Year End of December 31 nor Fiscal Year End occurring on June 30.*

Q. Does the State of Delaware want to implement the self-service functionality as part of the project?
A. *The Office of Pensions has achieved self-service functionality in production as the RFP was posted. This will not be a requirement of the RFP project.*

Q. For the Business Process Reengineering and workflow design documents does the Office of Pensions have current documents that will need to be updated or will these documents need to be created from scratch?
A. *The Office of Pensions has current documents to be updated.*

Q. Does the Office of Pension desire the vendor to install UPK and create all training and business process documents using UPK?
A. *The Office of Pensions expects the State's Department of Technology and Information to install the latest version of UPK. The Office of Pensions expects the Vendor to train internal staff on the new functionalities of the upgraded UPK application. The Vendor will also assist in upgrading current UPK processes to the new UPK environment.*

Q. Please clarify section 7.02.3 Security Costs. The RFP asks for "two firm not to exceed costs for security". It is unclear what two options are expected to be priced out accordingly.
A. *The statement should read "one firm not to exceed cost for security. The cost covers the Vendor's approach to reviewing and finalizing roles and permission lists, reviewing and modifying the Office of Pensions security procedures and policies supporting State-wide use of e-applications that would be used my departments statewide. (Tab 8)*

Q. Please provide a detailed listing of customizations to:
- Tables
- Pages
- Reports
- CBL modules
A. *The Office of Pensions has taken the stance to minimize customizations/modifications to the core product. The only customizations/modifications are in those areas that PeopleSoft HCM 9.0 could not deliver a solution for our business process within the realm of Pension Administration. Custom 'bolt on' programs are present where the Office of Pensions has to interface with external data providers. The Office of Pensions currently has 674 custom Tables/Views/Derived/Temp Tables, 369 custom Pages, 70 custom SQR Report, and minimal changes to CBL modules.*

Q. If there is custom functionality that is not part of the delivered PSPA product, please detail and explain if it will be upgraded with the application suite.

A. *Custom 'bolt on' programs are present where the Office of Pensions has to interface with external data providers. All customized 'bolt on' programs will be included in our upgrade to HCM 9.2. Examples of what is considered 'bolt on' programs are involved in our Contributory Refund Process, Burial Benefits process and Pension Application.*

Q. If any processes are handled outside of the delivered Cobol stack, such as by AppEngine, SQR or other, please detail for consideration.

A. *The Office of Pensions utilizes AppEngine for a majority of processes with some reliance on SQR.*